Introductory Thoughts: Charting the Course

R. David Lankes
Visiting Fellow, National Library of Canada
Director, Virtual Reference Desk Project
Assistant Professor, SU School of Information Studies
http://www.askeric.org/~rdlankes
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- Congratulations, Virtual Reference is Real
- Things to Look for in the Coming Year
  - The Advent of Peer Networks
  - The Advent of Assessment
  - The Advent of Research
- Things Yet to be Done
  - Integration of Reference and the Collection
  - Licensing and Policy
  - Standards
Clear Milestones and Indicators

- Services
  - QuestionPoint, 24/7, LSSI, KnowItNow

- Standards
  - NISO AZ, Quality Study

- Events
  - VRD4, ALA

- Funding
  - LSTA, NSF
• The Advent of Peer Networks
  – State Based Resource Centers and Networks
  – Virtual Reference Canada
  – National Science Digital Library
  – National Education Network
  – Law Librarians Network?

• The Advent of Assessment
• The Advent of Research
  – Digital Reference Research Symposium
• Integration of Reference and the Collection
  – Tools to truly enable reference authoring
  – Annotation Services
• Licensing and Policy
• Standards
  – Technical Standards that are widespread and integrated with common quality standards
• Digital Reference is an opportunity to:
  – Re-examine reference
  – Re-introduce reference
  – Re-energize reference

• Digital Reference is **THE** Opportunity to Center the Library on the Librarian!

Continuing the Reference Revolution