Virtual Dave Lankes

Presentation

http://www.DavidLankes.org

TITLE: Reference Roundup - Integrating the Virtual Reference
     Experience:Theory and Practice
AUTHOR(s): R. David Lankes
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ABSTRACT: Presentation on current issues and themes in digital reference and
     overview of the Virtual Reference Desk accomplishments.
KEYWORDS: digital reference, virtual reference, conference

Reference Roundup

Integrating the Virtual Reference Experience: Theory and Practice

The Virtual ReferenceDesk

OCLC Institute

REFERENCE & USER SERVICES ASSOCIATION
A Division of the American Library Association

Digital Reference is Pervasive

- Moving from Experiment to Core Service
- QuestionPoint in 1 Year:
  - 1,000 Libraries, 20 Countries, 24 Languages, 150,000 Reference Interactions
- 24/7 Reference 90 Participating Libraries
- Technical Standards, Assessment Tools, Training Initiative, International Conference, Research Agenda
- All in 5 years!

Some Highlights

- "Google Meets eBay" D-Lib
  - Kenney, McGovern, Martinez, Heidig
  - http://www.dlib.org/dlib/june03/kenney/06kenney.html
- Send in the Standards
  - IFLA Digital Reference Guidelines (http://www.ifla.org/VII/s36/pubs/drg03.htm)
  - MARS Ad Hoc Committee on Virtual Reference Guidelines
  - Updates to RUSA Guidelines
- Ideological Librarians

Initiatives: Setting the Agenda

- Quality Metrics
- Standards
  - NISO NetRef
- Research Agenda
  - ACRL Publication
  - The Global Census of Digital Reference
    - Joe Janes' Session Tuesday
  - Digital Reference Electronic Warehouse

Say Hi to DREW

- Nearly 400,000 Digital Reference Transactions from AskERIC, Virtual Reference Desk, and others

- Expanding NISO Standards to Archiving

- Research Purposes ONLY

- Strong Security and Privacy Protection

- Open Playpen of Investigation:
  - Biblioming
  - Knowledgebase Construction
  - Trend Analysis
  - Tool Development

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Digital Reference Education Initiative

- Born from Last Year's Clinical Teaching Initiative
- Adaptable Collection
  - Core Competencies and Training Standards
  - Tools for Training
    - Access to Software Trials and Practice
    - Training Materials
    - Software
  - Internship and Matchmaking
- Pre-Professionals, Professionals, Para-Professionals

http://DREI.syr.edu

INSTITUTE of MUSEUM and LIBRARY SERVICES

ReferenceDesk presents

Digital Reference Education Initiative

advancing general reference practice & library education

Goodbye AskERIC…

- 11 Years
- Firsts:
  - 100 Gopher Sites
  - First 100 Web Sites
  - First U.S. Department of Education Site
- Over 300,000 Digital Reference Questions Answered
- 17,648,218 Unique Visitors
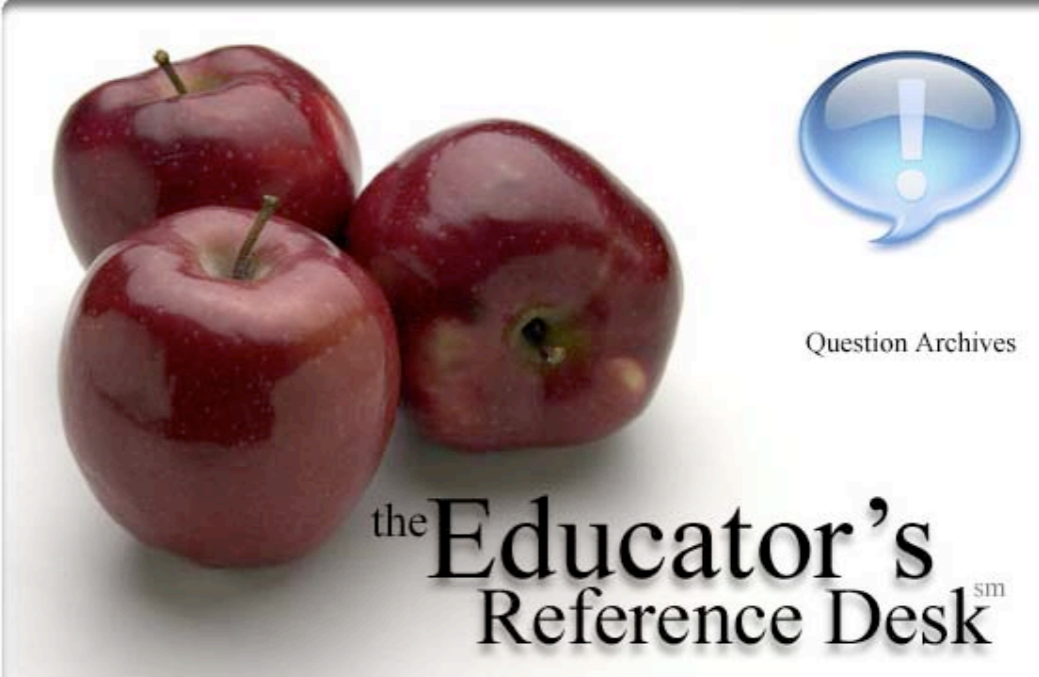- 948,441,778 Web Hits

10 AskERIC
A Decade of Answers

...Hello Educator's Reference Desk

www.EduRef.org

- Familiar Content
  - 2,000 unique lesson plans
  - 3,000 resources on a variety of educational issues
  - The ERIC Database
- Take 11 Years of Investment and Transform it into a Showcase for the essential nature of Libraries
- Education libraries
- School Libraries
- Others
- Coming in December
- WE NEED YOUR HELP!

Coming December 2003

Question Archives

the Educator's
Reference Desk sm

From the people who created AskERIC

INFORMATION INSTITUTE
OF SYRACUSE

Click Here for More Information

The Digital Reference Agenda

- "The use of human intermediation to answer questions in a digital environment" - *The Digital Reference Research Agenda*

- An agenda to increase the visibility and technical knowledge of libraries while building bridges to (and respect in) the digital library and other communities

- The Time has Come to Expand that Vision to All of Reference and Libraries!

We Will Be the ***CENTERS*** of our Communities!
We Will Improve Education!
We Will Save Libraries!

Robert Martin

- **Virtual Services for Real People: Building and Sustaining a Knowledge Society**

Robert Martin
Director of the Institute of Museum and Library Services