



Managing Services in the Digital Library: Future of Reference Services

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What is Digital Reference

- “The use of human intermediation to answer questions in a digital environment”
- An Active International Community, Primarily Library-Based, of Practitioners and Researchers
 - Digital Reference as a Peer-to-Peer Library Service
- Philosophy that Every Digital Library needs a Digital Librarian

Digital Reference Initiatives

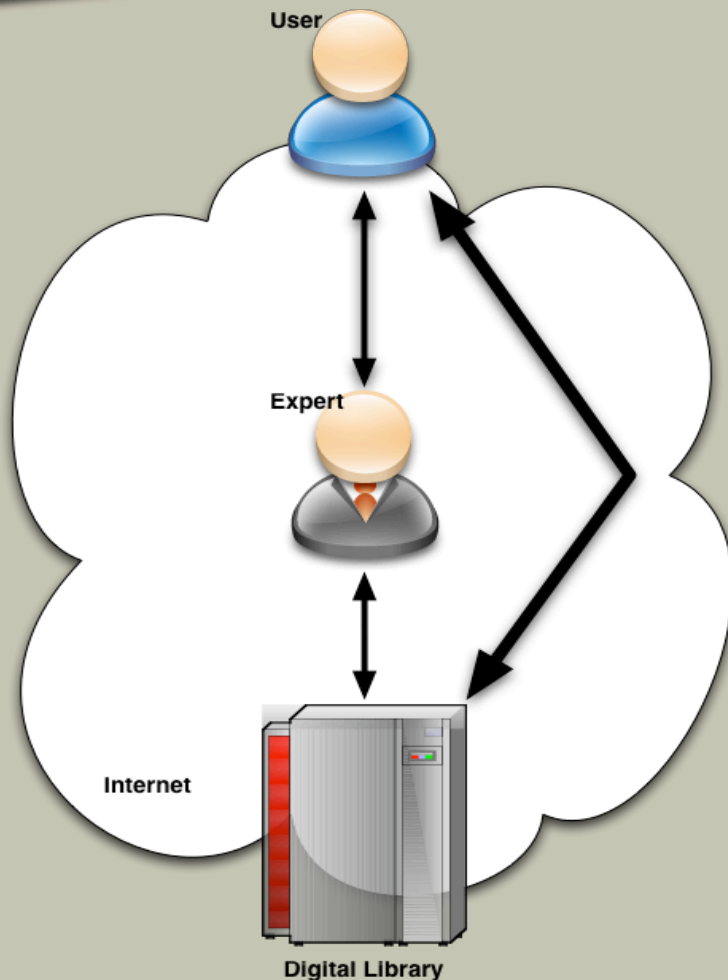
- Technical Standards
 - QuIP -> NISO AZ
 - Quality Standards
 - Quality Study
 - Education Initiative
 - DREI
 - Research Agenda
 - Software Market Place
- 

Models of Integration with DL

- Traditional Model
- Annotation Model
- Accretion Model

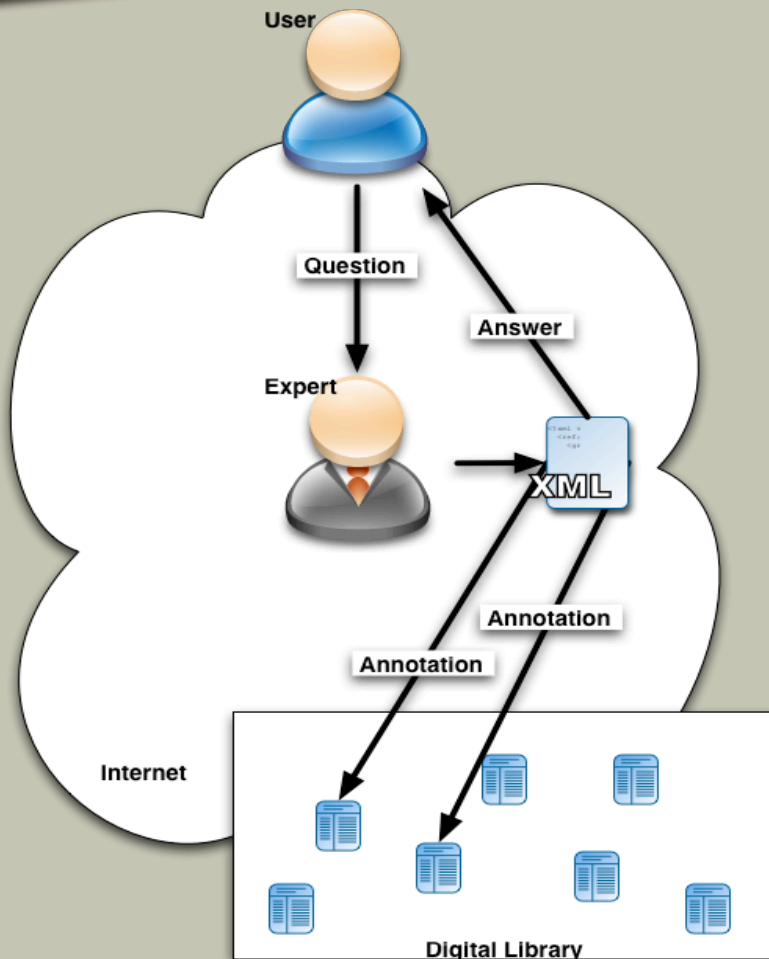


Traditional Model



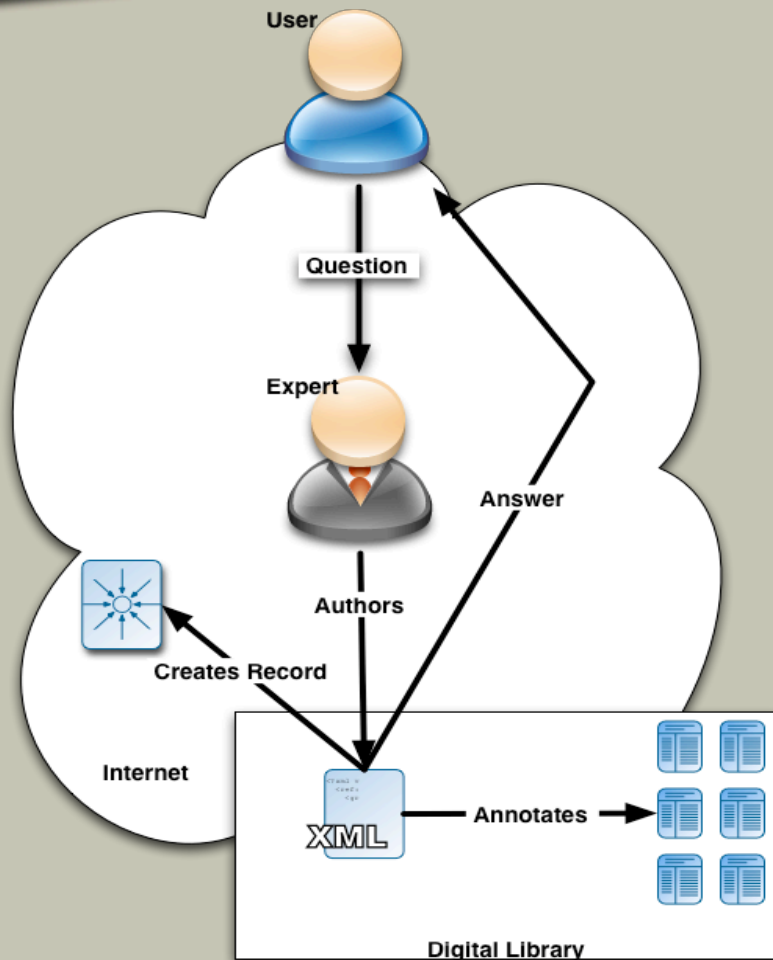
- Information & Referral
- Expert Serves as “Advocate” to the Collection
- Expert can Synthesize and Span Collection Limitations
- Intermediation and Direct Access are Equivalent in Reach

Annotation Model



- Digital Reference Enriches the Collection
- Persistent Annotations
- Annotations Consist of Pointers and Comments
- “Reference Review” as New Form of Quality Assessment

Accretion Model



- Reference Authoring
- Answers are Part of the Collection
- Annotations to Resources Outside Existing Collection Creates Stub Record

AskERIC/EduRef as Example

The Educator's Reference Desk: Resource Guides

http://www.eduref.org/

MyYahoo Dave's World Resize Page News Institute Stuff Quartz Stuff Development Look at

the Educator's Reference Desksm

INFORMATION INSTITUTE OF SYRACUSE

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Resource Guides Lesson Plans Question Archives Search ERIC Database

Sign Up Now! Volunteer for the Educator's Reference Desk

The Educator's Reference Desk is seeking volunteers to help build our online collection. Interested? If you are a librarian familiar with sources of education information on the Internet and with an hour a week to spare, then we want you! Find our more about this exciting opportunity at our [volunteer information page](#).

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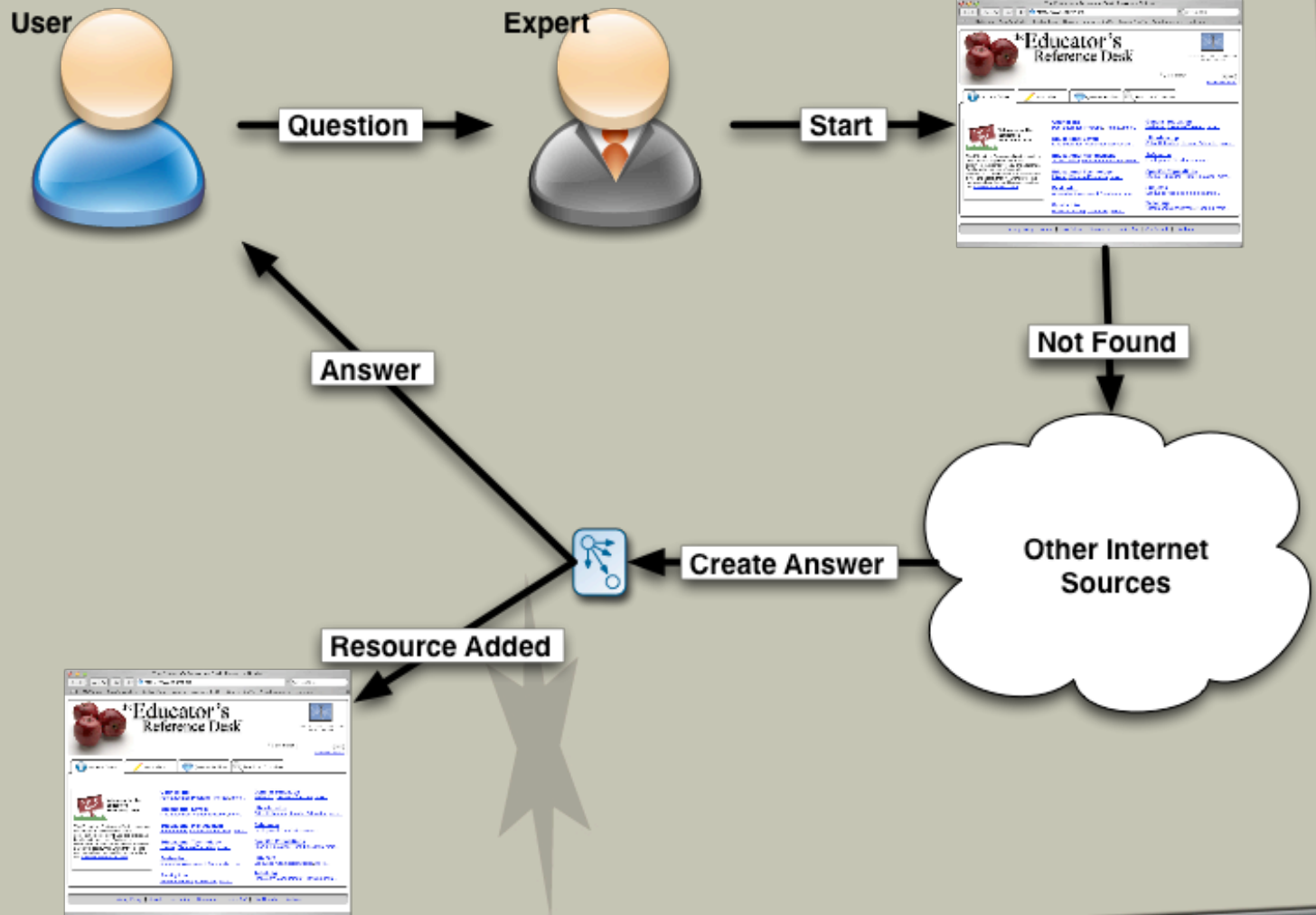
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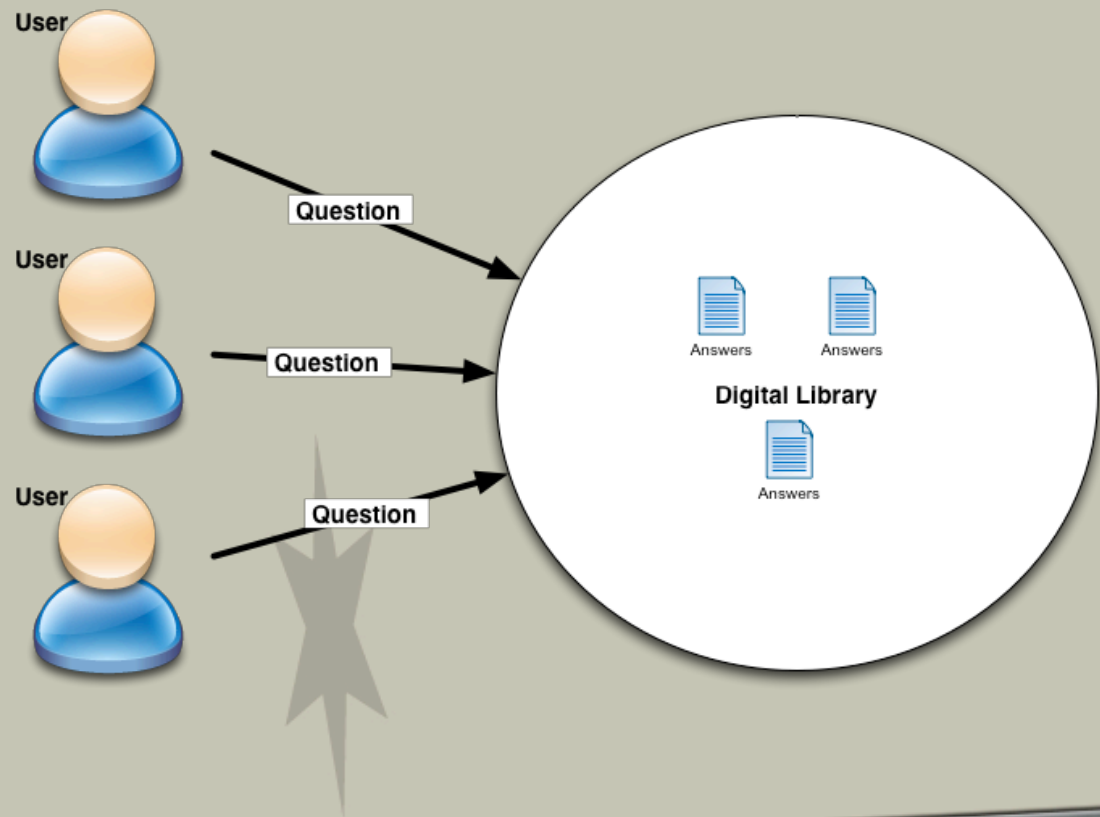
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Accretion Process



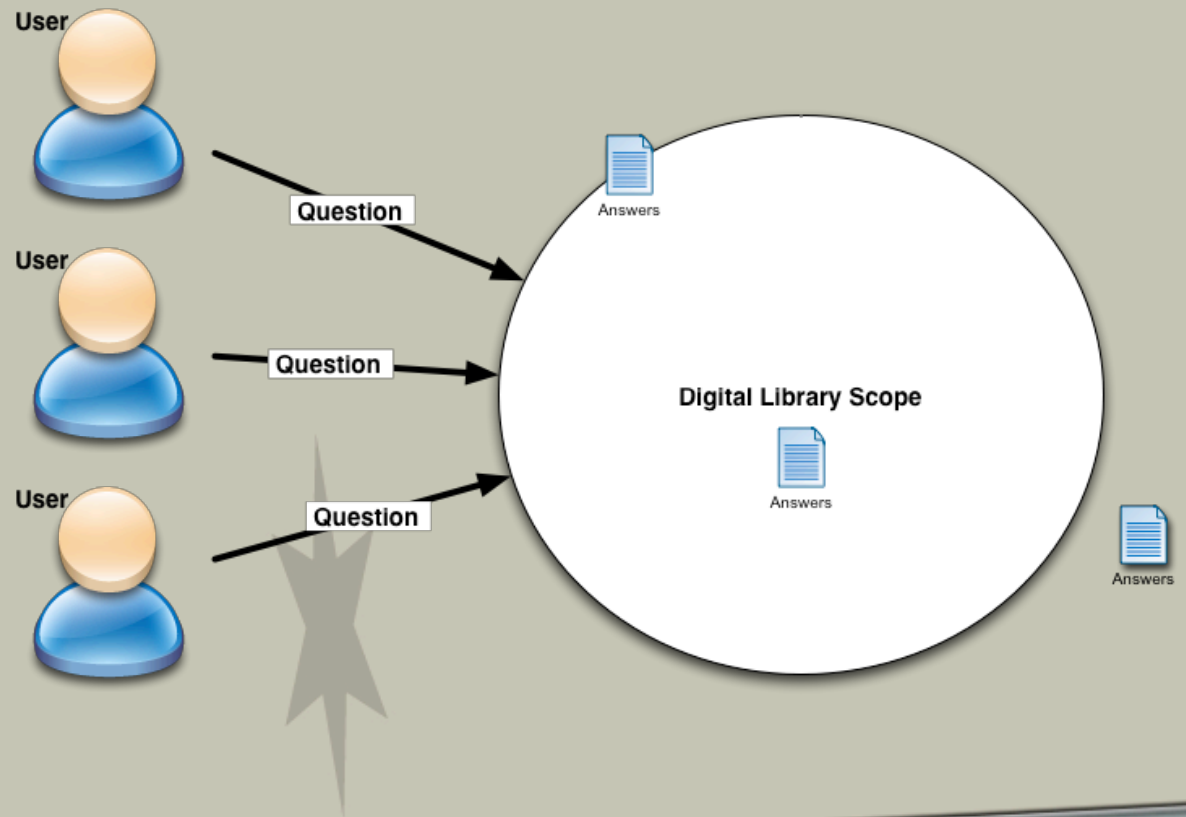
Issues

- Will the Collection Cluster or Build on the Edges



Issues

- Or do Users Ask at the Edges of their Knowledge



The Next Frontier: Knowledge Bases

- Possible Utility of Knowledge Bases
 - Alternative Source of Answers
 - Help Desk Model, Saturation
 - Resource for Expert
 - “Brain Box”
 - “First Order” Resource
 - Disconnected from Reference Process



Current Approaches

- All or Edit
 - Either all transactions are searchable or services use an extensive deductive editing process
- Primarily Deductive
 - Context Dependencies
 - Metadata Creation
 - Chunking
 - Fact Shifting and Temporal Dependencies
- Seed and Weed
 - Edit them in, then have to weed the archive

Conclusions

- Digital Reference has a Proven Place in Digital Libraries
 - Different Levels of Integration of Human Expertise
- Digital Reference is Increasingly Institutionalized
 - Standards (technical and quality)
 - Software
 - Research
 - Community



Digital Librarians

- Librarians, not the Collection make a Library

