



Virtual Dave Lankes

Presentation

<http://www.DavidLankes.org>

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ABSTRACT: A brief presentation to discuss trends and thoughts on digital reference as it "grows up."

KEYWORDS: virtual reference, web, standards, librarianship, libraries



Virtual
Reference
Desk 2004

A colorful line drawing of a city skyline with several buildings in pink, green, and orange. A purple curve is overlaid on the buildings, resembling a graph or a path. The entire graphic is underlined with a blue wavy line.

Thank You

- Information Institute Staff
- OCLC
- RUSA
- Exhibitors
- Congregation













What Will Reference be
When it Grows Up?



- Change is like heaven..
- Everyone wants to get there, but no one wants to go first



- Today the world changes so quickly that in growing up we take leave not just of youth but of the world we were young in.... Fear and resentment of what is new is really a lament for the memories of our childhood.
– Peter B. Medawar



Reactions to a Changing Reference

- American Libraries - Nancy Kalikow Maxwell
- Information Searcher - Coffman and Arret

Still Much to Do

- Staffing Models
- Cooperation Across:
 - Library Types, and Organization Types
- Software
- International Issues
- Preparation of Experts and Librarians
- Sustainability
- Use of Reference Products
 - Transcripts





- We have not passed that subtle line between childhood and adulthood until we move from the passive voice to the active voice -that is, until we have stopped saying “It got lost,” and say, “I lost it.”
– Sydney J. Harris