

Virtual Dave Jukes

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



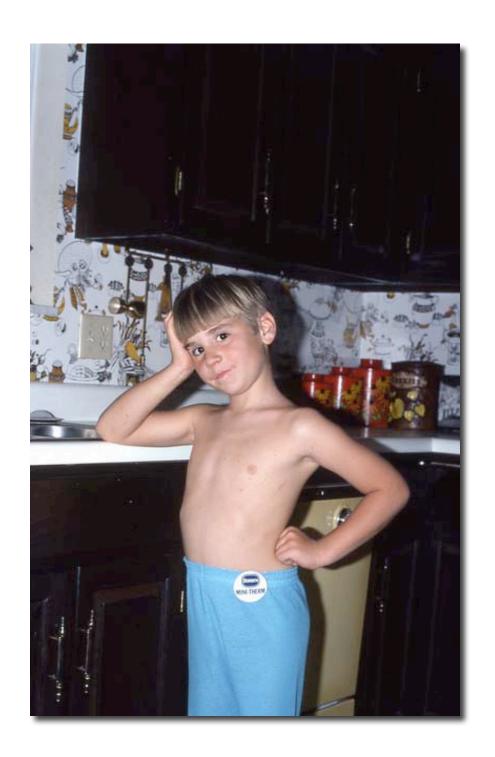
Virtual Reference Desk 2004



Thank You

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

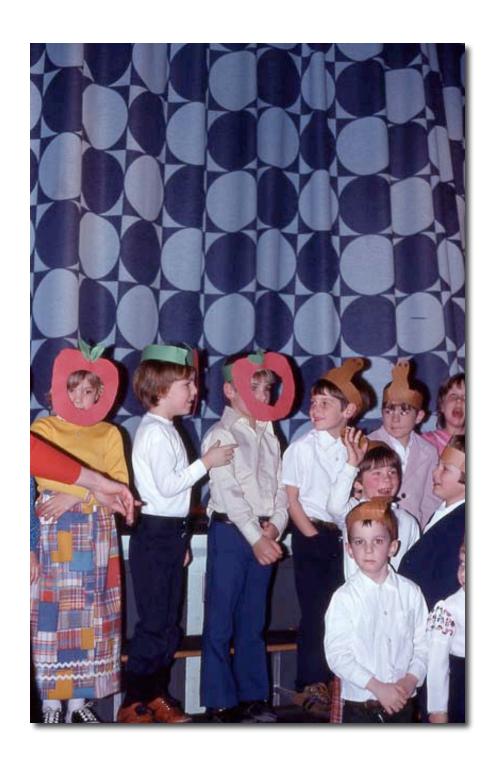


















What Will Reference be When it Grows Up?



- 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