



Virtual Dave Lankes

Presentation

<http://www.DavidLankes.org>

TITLE: Opening Session

AUTHOR(s): R. David Lankes

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VENUE: Virtual Reference Desk Conference, San Francisco, CA

ABSTRACT: Presentation on current issues and themes in digital reference and overview of the Virtual Reference Desk accomplishments.

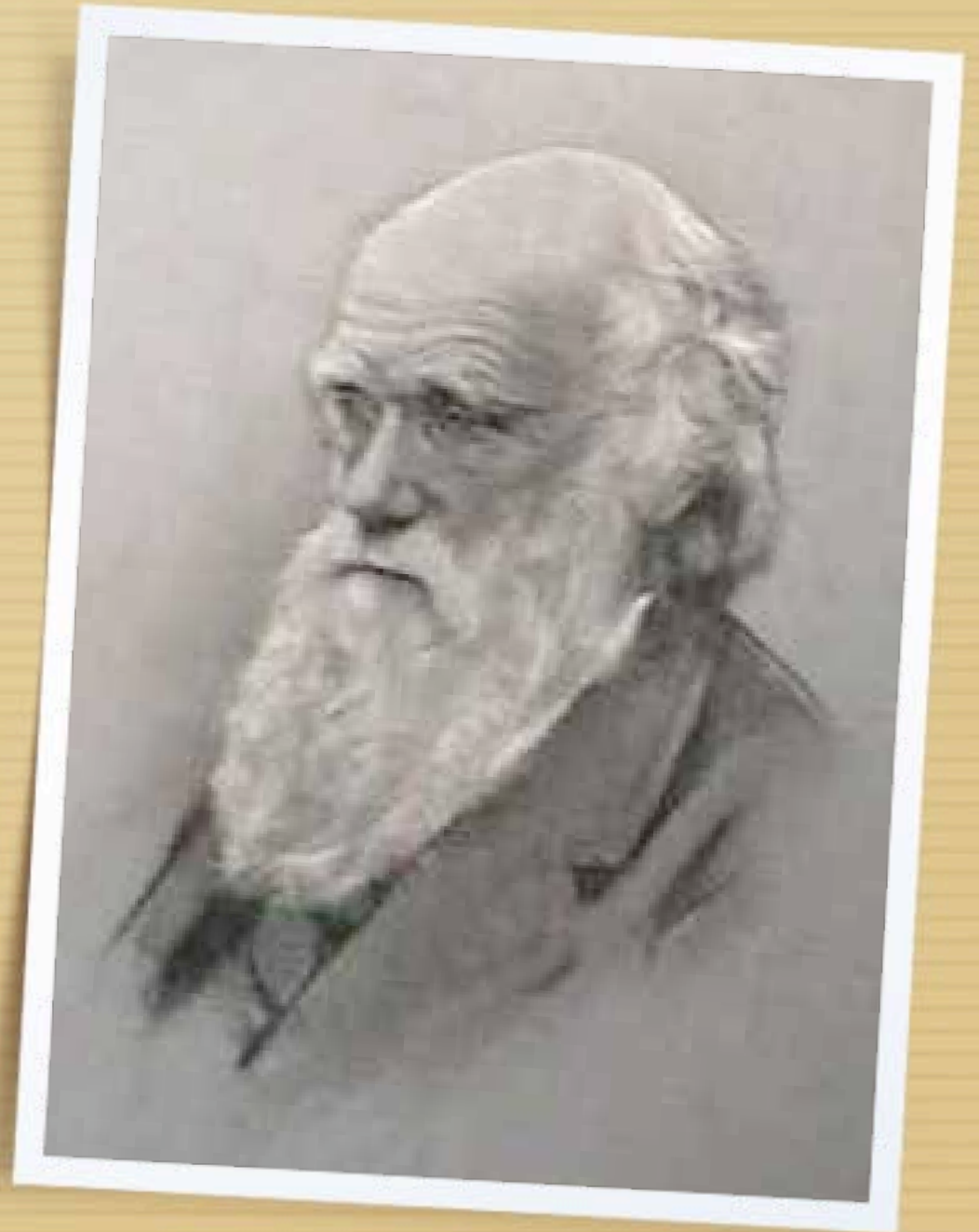
KEYWORDS: digital reference, virtual reference, OpenQA, StoryStarters



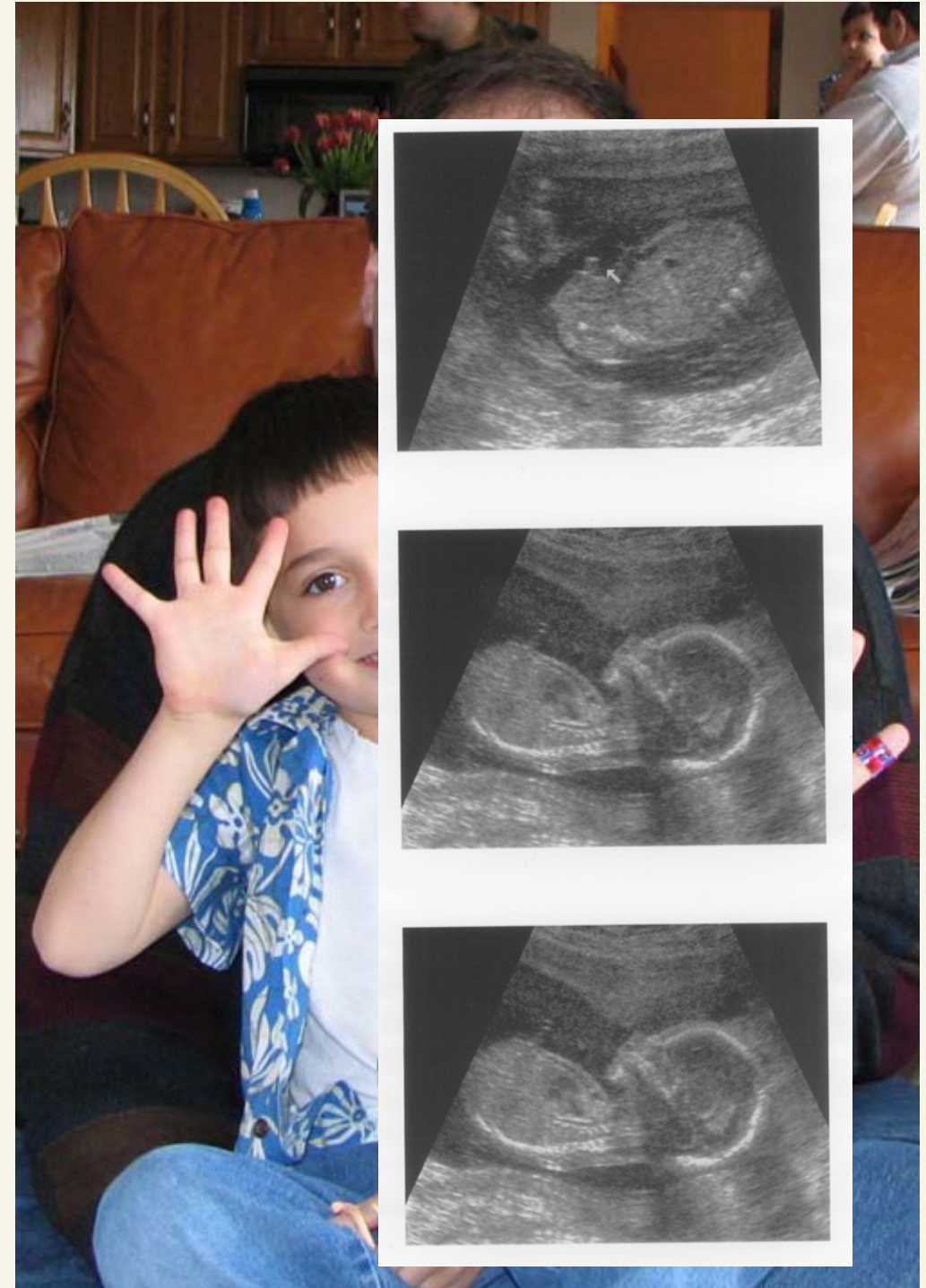
Virtual Reference Desk 2005

Virtual Reference EVOLUTION

What a Difference 7 Years
Makes



Dave



Joe

- ~ Joe Janes Assistant Professor School of Library and Information Science, University of Washington
- ~ Joseph Janes, Associate Dean, Information School, University of Washington



Steve

- ~ County of Los Angeles Public Library
- ~ Vice President for Business Development, LSSI
- ~ Gorman Roundtrip



Evolution in the Conference

- 1.Shock - *Boston*
- 2.Emotional Release - *Seattle*
- 3.Panic - *Orlando*
- 4.Guilt - *Chicago*
- 5.Hostility - *San Antonio*
- 6.Inability to Resume
Business-as-Usual -
Cincinnati
- 7.And now, Reconciliation



Evolution in Publication

Starter Kit

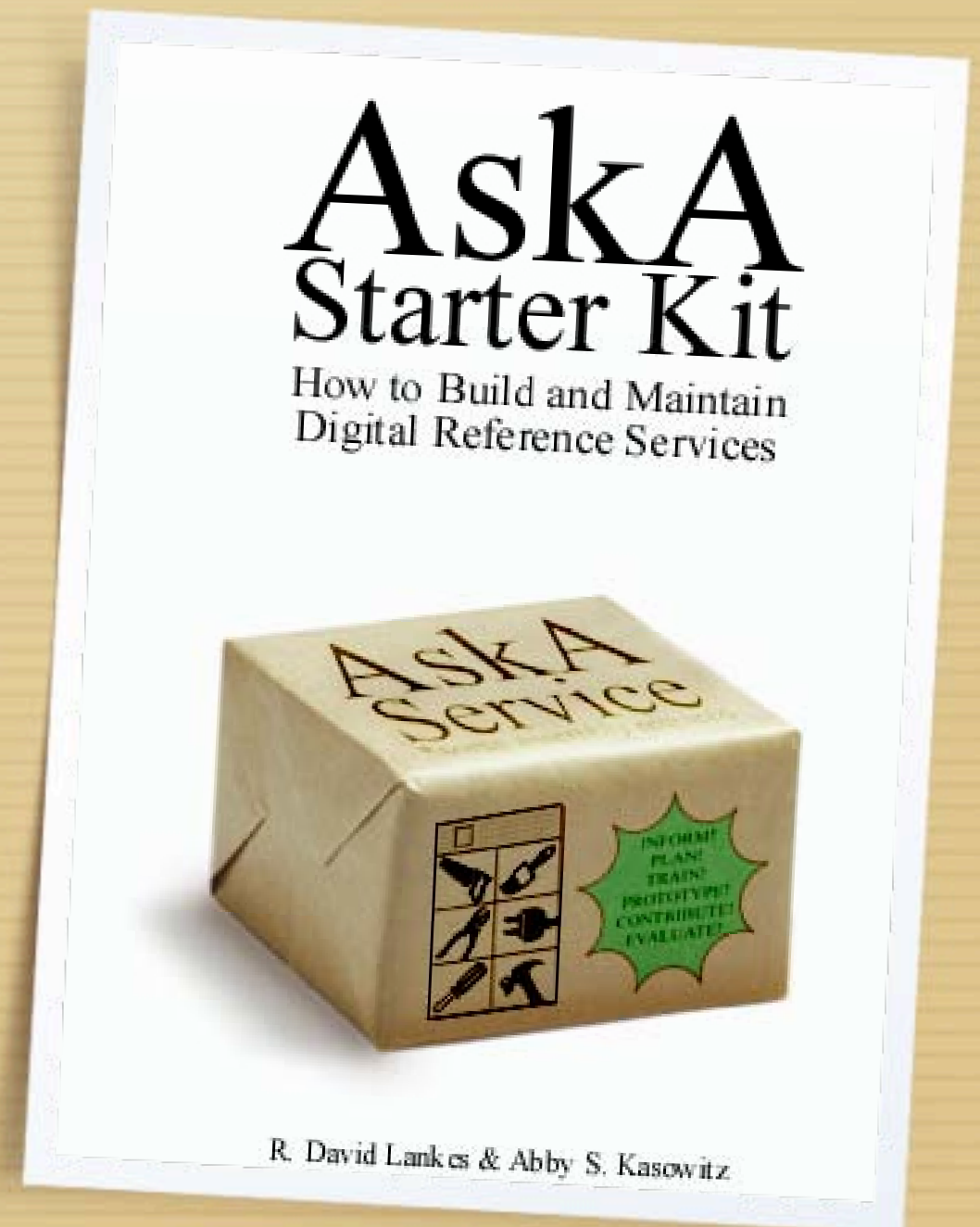
The Virtual Reference

Librarian's Handbook, Lipow &
Coffman

Virtual Reference Training, Hirko
et. al.

Starting and Operating Live
Virtual Reference Services.

Meola & Stormont



Evolution in Software

E-Mail

IM, Moo

VR Toolkit/Tutor.com

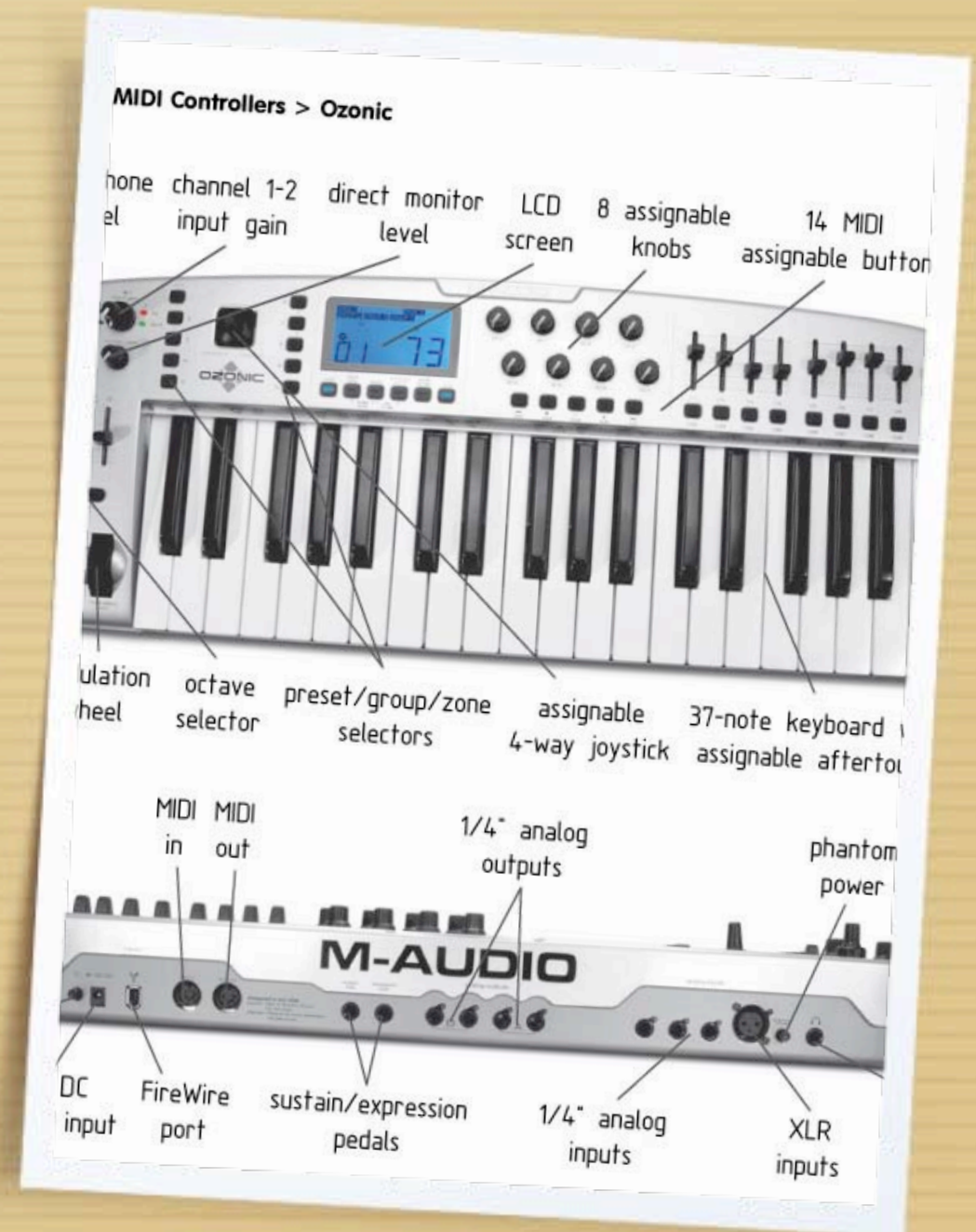
Docutek

CDRS/QuestionPoint

LivePerson

24/7

Rakim



Customer Entry

Back

Forward

Refresh

http://onondaga.247ref.org/wscgi/CDM.exe?SS_COMMAND=CUST_SUP&Category=C

virtual reference software

myWebCT

MyYahoo

Dave's World

Institute Stuff

Development

Look at

Bookmarks

CredibilityCommons

Resize Page

Customer Entry

Going Live: Starting and ...

Onondaga County Public Library

447 South Salina Street, Syracuse, NY 13202-2494

Telephone: (315) 435-1900

Email: reference@onlib.org

24/7 REFERENCE

A Librarian will be with you shortly.
Please wait for a greeting.

A librarian will be with you in about a minute. Please do not use your "back", "forward", or "refresh" buttons, or you will be disconnected.

David Lankes:

Where can I find a recent list of virtual reference software?

Welcome to Live Online Reference.

Please enter the information requested on the right side of your browser window, and click the connect button.

24/7 Reference is a new service that lets you get answers to your questions in real time over the Internet. The service is staffed by reference librarians in Onondaga County and throughout the country.

During your session, please do not do any of the following, or you may be disconnected:

- Type a new URL in this browser window
- Use the forward or refresh/reload buttons on your browser
- Add a site to your favorites or bookmarks list

While you are waiting, you can browse the OCPL website:

- [Library Catalog](#)
- [Databases](#)
- [Internet Links](#)

Respond and click the "Send" button

Send

End Call

Reference EXTRACT

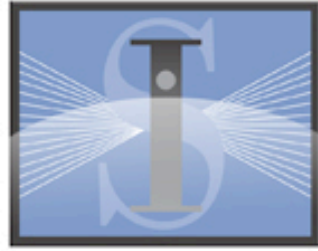
- ~ “What is the utility of a knowledge base?”
- ~ High Utility, Low Cost, High User Privacy
- ~ <http://digref.org/search/en/deathmatch.html>
- ~ Low Context



Story Starters

- ~ High Context
- ~ Builds on Blogs
- ~ Reference as Community





The Information Institute of Syracuse's New **Weapons of Mass Instruction**



R e f e r e n c e E X T R A C T & S t o r y S t a r t e r s

AskA Starter Kit

How to Build and Maintain
Digital Reference Services



R. David Lankes & Abby S. Kasowitz

Ask.A Service

** some assembly required*



INFORM!
PLAN!
TRAIN!
PROTOTYPE!
CONTRIBUTE!
EVALUATE!



OpenQA

- ~ Preview Release
- ~ Not “Full Featured”...yet
- ~ Open Source and Ready to be Expanded
- ~ Chat, Linkage to Other Resources, Etc...



EVOLVE!

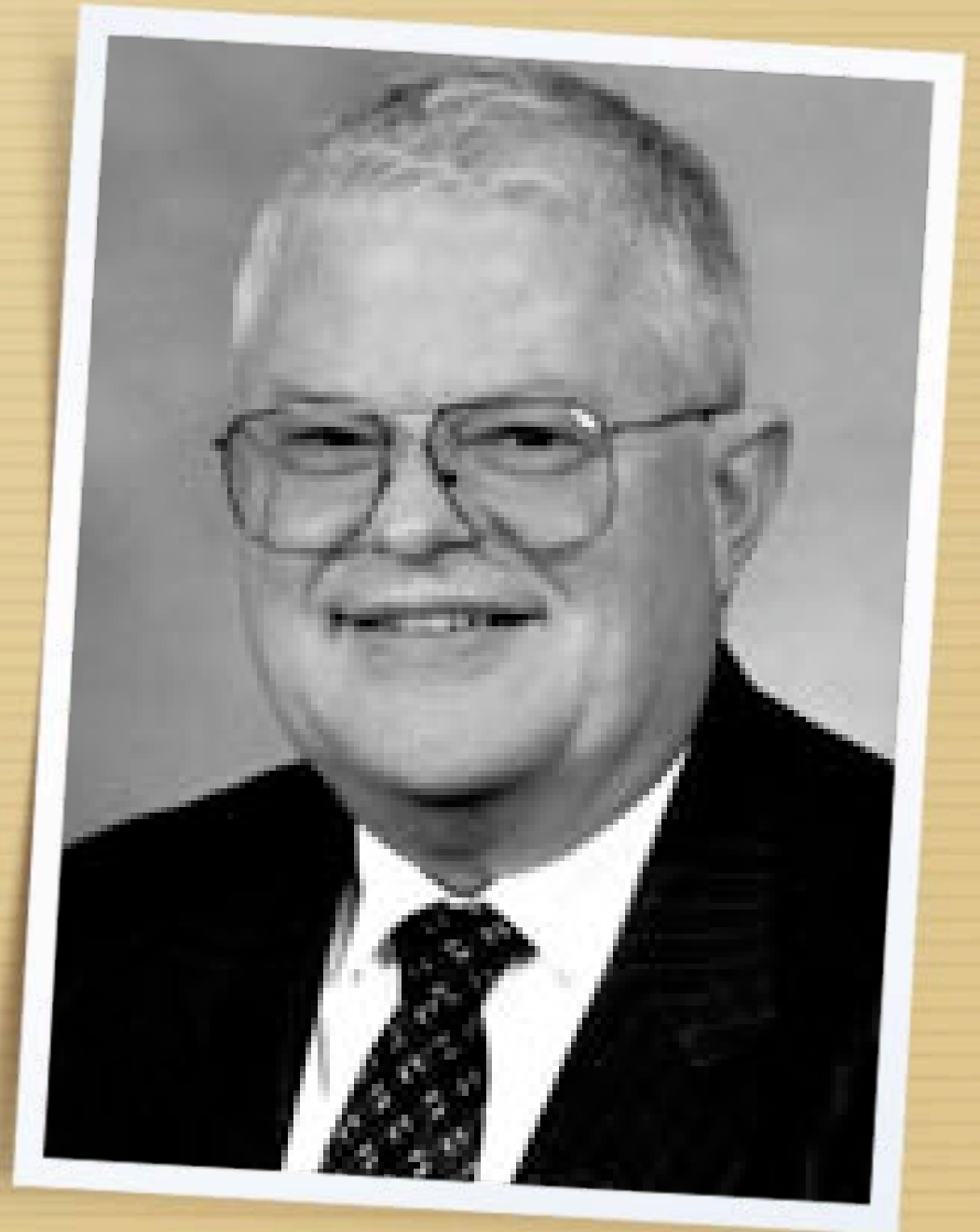
What's the Next Step? Blogs?
Search?

Be an Engine of Innovation
The Future is in Your Hands



Gary E. Strong

University Librarian, UCLA
Libraries





Virtual Reference Desk 2005