TITLE: Opening Session
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PUBLICATION TYPE: Presentation
DATE: 2005
VENUE: Virtual Reference Desk Conference, San Francisco, CA
KEYWORDS: digital reference, virtual reference, OpenQA, StoryStarters
Virtual Reference Desk 2005
Virtual Reference EVOLUTION

What a Difference 7 Years Makes
Dave
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
Onondaga County Public Library
447 South Salina Street, Syracuse, NY 13202-2494

Telephone: (315) 435-1900
Email: reference@onlib.org

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

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?
“What is the utility of a knowledge base?”

High Utility, Low Cost, High User Privacy


Low Context
Story Starters

~ High Context
~ Builds on Blogs
~ Reference as Community
The Information Institute of Syracuse’s New Weapons of Mass Instruction

Reference EXTRACT & Story Starters
Ask A 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