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Presentation

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TITLE: The Changing Face of Service

AUTHOR(s): R. David Lankes

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ABSTRACT: The need to replace an artifact focus with a conversation focus in librarianship.

KEYWORDS: Reference, Librarianship, Participatory Librarianship

Changing Face of Service

R. David Lankes

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Syracuse University

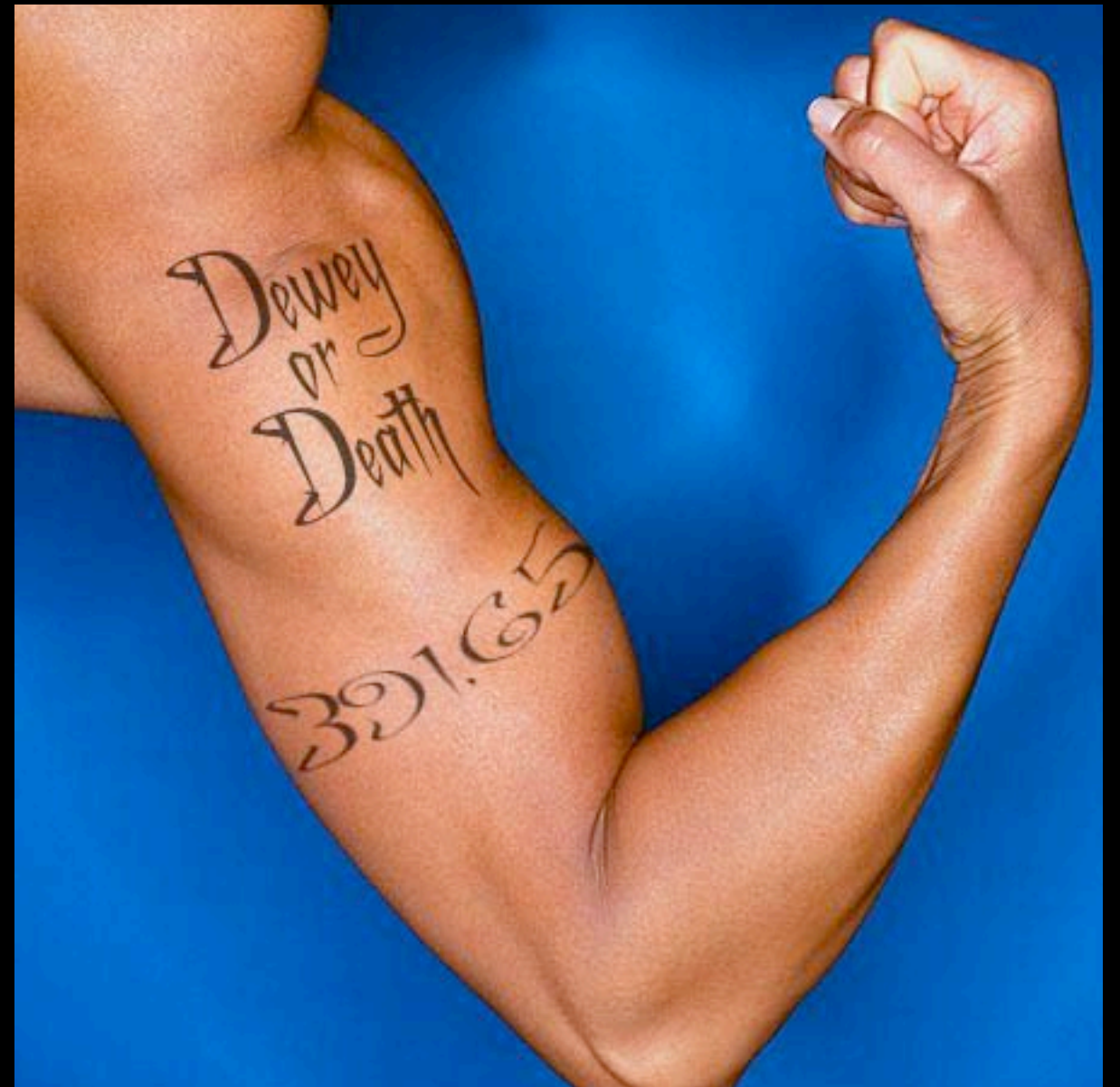


A New Twist on Authority Control

R. David Lankes

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Syracuse University



Fines and Collection: We Can do this Easy, or...

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Revisiting Youth Services

R. David Lankes

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Integrated Library?

- Youth Services
- Cataloging
- Reference
- Preservation
- Information Technology
- Instruction

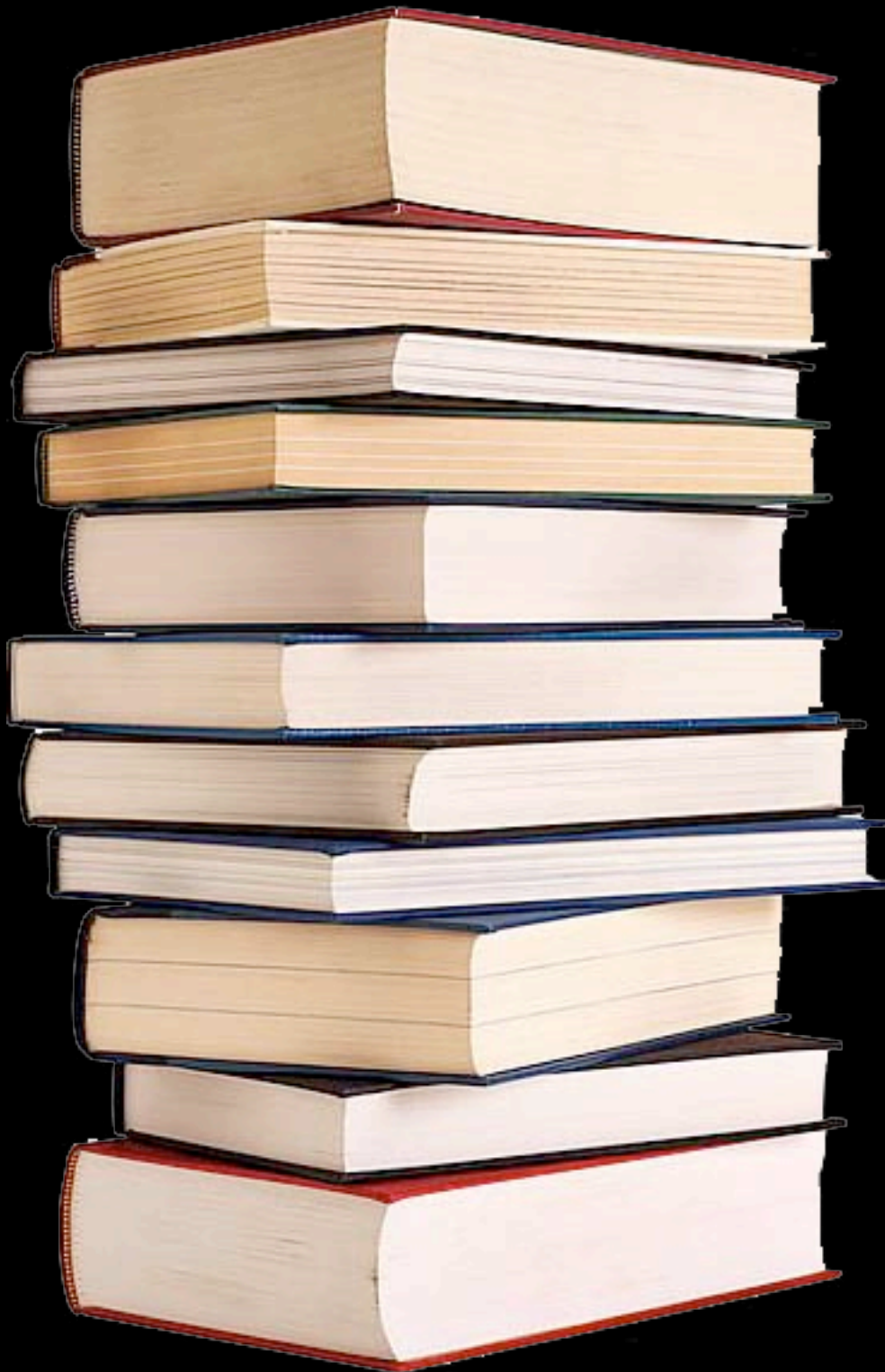


Service is More than Reference

- Reference is Far From the Only “Public Service”
- Catalog is Very Public
- Website is the New Branch
- Every Part of the Library Must be Focused on Service!

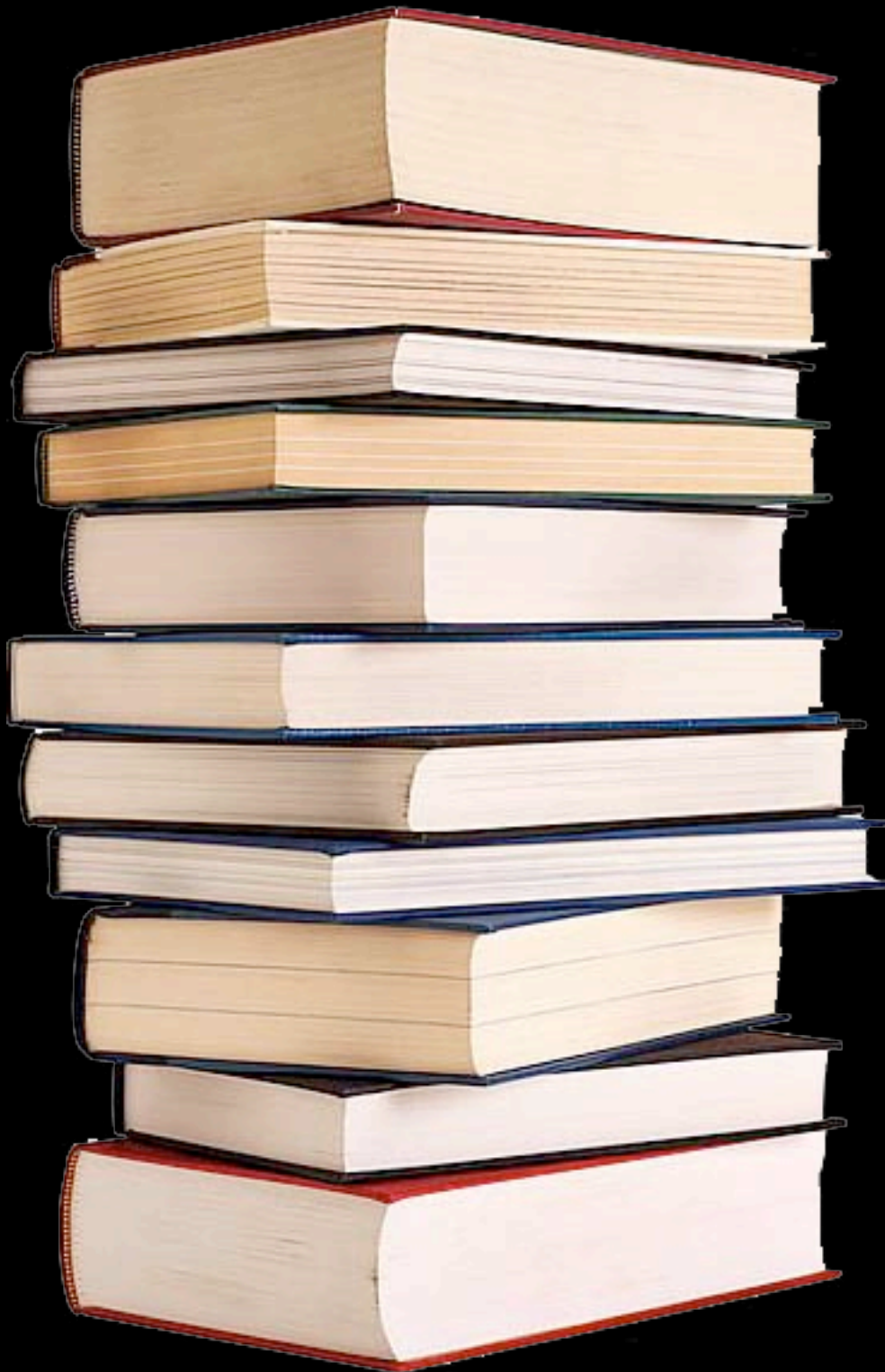


The Hidden Item Focus



- LIS Theory Development
- Evaluation
- Difficulty Incorporating All Library Functions
- CORC, LII
- Bibliofundamentalism
 - An Extreme that Sees the Role of the Library as a Haven of Order and Quality
 - Ultimate Focus on Collection
 - NOT SCALABLE!

not so The Hidden Item Focus



- LIS Theory Development
- Evaluation
- Difficulty Incorporating All Library Functions
- CORC, LII
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 - Ultimate Focus on Collection
 - NOT SCALABLE!

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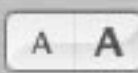
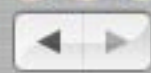
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Search and download books, audiobooks and music to your personal computers and devices. **NOTE:** You will need your 14-digit library card number

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View your library account information.

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Place holds on items and have them sent to your local library for pickup.

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Renew borrowed items for an additional loan period.

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Associations

Translations

Spelling variants

Discovery trail

Welcome to the Onondaga County Public Library catalog visual search tool.

Search

- Enter your search terms in the text box above and press Enter (or click 'Search')
- Click on a result for a full view with holding information.
- The default keyword search searches all words in a record.
- You can specify an **author search** by putting **author:** before an author name.
- You can specify a **title search** by putting **title:** before the title in the search box.

Discover

- The pane on the left shows you related terms, spelling variations and translations.
- Click on words in the pane to explore the contents of the catalog.
- Your results list will grow with each click as clicking adds records with one or more of the new terms to your previous list.
- The records with more of the terms will be at the top of the relevancy-sorted results list.

Refine

- Refine shows you terms from records in your results list.
- Click on any term to focus and narrow your results.

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Translations

Associations

Spelling variants

Discovery trail

- Click on any term to focus and narrow your results.
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Visual Search

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My Account

Discover

harry potter

Search

> Precision Search

> Print

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Results 1 - 10 of 211 for **harry potter**, sorted by:

relevance

RSS FEEDS



The magic of Harry Potter

[videorecording]

Eaton Entertainment

... Discover what makes the Harry Potter books special. Hear what's in store for the Harry Potter series.

Year: 2000

Found: Harry (6) ; Potter (6)

Subject: authors, english, children's stories, ...



Lego creator

[electronic resource]

J.K. Rowling, Lego gruppe (Denmark)

... Rowling LEGO Creator lets you re-create Harry Potter's secret world. Build and play in Diagon Alley construct tracks to carry the Hogwarts Express to the ...

Call number: 793

Year: 2002

Found: Harry (5) ; Potter (5)

Series: Scholastic software

Subject: potter, harry (fictitious character), lego toys, ...



Harry Potter and the Order of the Phoenix

J.K. Rowling, Mary GrandPre

Year: 2003

Found: Harry (3) ; Potter (3)

Series: Harry Potter: Year five at Hogwarts; Year five at Hogwarts: Rowling, J. K.

Select Location

Showing results from:

All locations

Refine

Format

Book (100)

Movie (33)

Sound recording (33)

Computer file (8)

Music (8)

Sheet music (2)

Author

Rowling, J. K. (82)

Colbert, David (4)

Fraser, Harry (3)

41 more...

Subject

Magic (96)

Potter, Harry (Fictitious character) (93)

Wizards (89)

Schools (82)

Hogwarts School of Witchcraft and Wizardry (Imaginary place) (65)

Cancelled opening the page

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Results 11 - 20 of 211 for **harry potter**, sorted by: relevance



Harry Potter and the chamber of secrets

[sound recording]

J.K. Rowling, Jim Dale

... Witchcraft and Wizardry second-year student Harry Potter finds himself in danger from a dark power that has once more been released on the school.

Year: 1999
Found: Harry (4) ; Potter (4)
Subject: wizards, magic, ...



The hidden myths of Harry Potter

spellbinding map and Book of secrets

David Colbert, Virginia Allyn, David Colbert

Hidden in the Harry Potter stories are references to mythical creatures legendary characters real history and J.K. Rowling's own life. This magnificent poster-s ...

Year: 2005
Found: Harry (3) ; Potter (3)
Subject: potter, harry (fictitious character), children's stories, english, ...



Harry Potter and the sorcerer's stone

J.K. Rowling, Mary GrandPre

Rescued from the outrageous neglect of his aunt and uncle a young boy with a great destiny proves his worth while attending Hogwarts School for Wizards and Witches. ...

Year: 1999

Select Location

Showing results from:

All locations

Refine

Format

- > Book (100)
- > Movie (33)
- > Sound recording (33)
- > Computer file (8)
- > Music (8)
- > Sheet music (2)

Author

- > Rowling, J. K (82)
- > Colbert, David (4)
- > Fraser, Harry (3)
- > 41 more...

Subject

- > Magic (96)
- > Potter, Harry (Fictitious character) (93)
- > Wizards (89)
- > Schools (82)
- > Hogwarts School of Witchcraft and Wizardry (Imaginary place) (65)

Harry Potter and the sorcerer's stone /

by Rowling, J. K.

Scholastic, 1999, c1998.

ISBN: 059035342X (pbk.) :

Description: vi, 309 p. : ill. ; 20 cm.

Notes: "First Scholastic trade paperback printing, September 1999"--T.p. verso.
Sequel: Harry Potter and the Chamber of Secrets.

Summary: Rescued from the outrageous neglect of his aunt and uncle, a young boy with a great destiny proves his worth while attending Hogwarts School for Wizards and Witches.

Additional Authors: GrandPre, Mary, ill.

Total Holds on Item: 0

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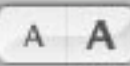
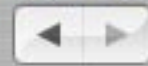


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Hazard Branch	CHILDRENS' PAPERBACKS	J FIC ROWLING	checked In	Request Copy
Hazard Branch	CHILDRENS' PAPERBACKS	J FIC ROWLING	checked In	Request Copy
Hazard Branch	CHILDRENS' PAPERBACKS	J FIC ROWLING	checked In	Request Copy
Mundy Branch	CHILDREN'S FICTION A - Z BY AUTHOR	J FIC ROWLING	checked In	Request Copy
Mundy Branch	CHILDREN'S FICTION A - Z BY AUTHOR	J FIC ROWLING	checked In	Request Copy
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White Branch	CHILDREN'S FICTION A - Z BY AUTHOR	J FIC ROWLING	checked Out	Request Copy

More Results: 1 2 3 Next

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Associations Spelling variants
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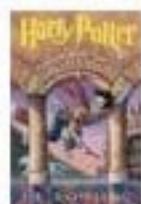
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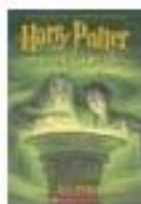
4.



5.



6.



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Amazon.com: Harry Potter and the Sorcerer's Stone (Book 1): Books: J.K. Rowling, Mary GrandPré

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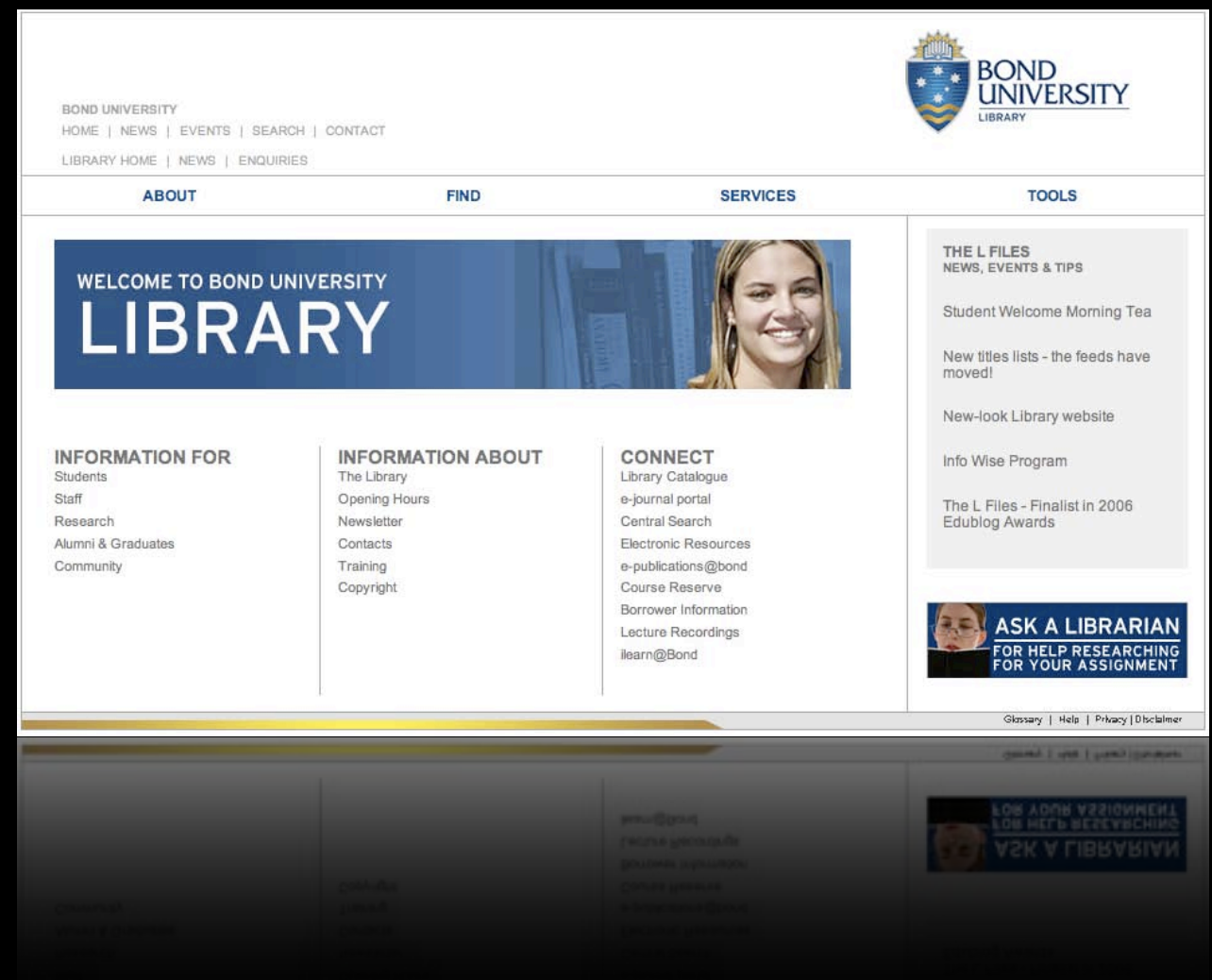
Pathfinders

Discussion Tools

Marketing Info and Tools

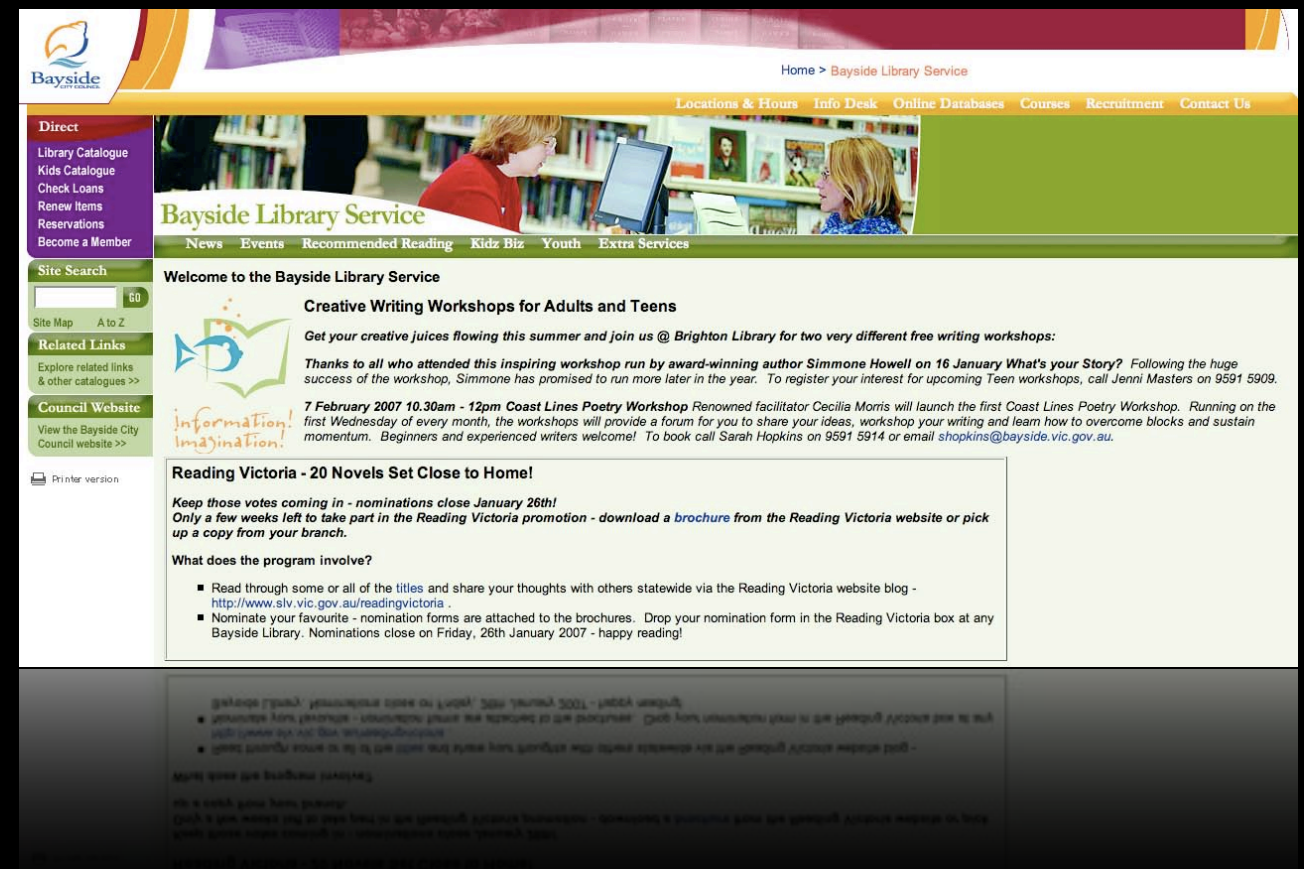
Stumble in the Catalog

- Australia Gets It...It's People and Service
- Catalogs Stink!
 - Because They are Inventory Systems, not Services
 - That's OK, It Took us a Few Centuries to Get the Book Right



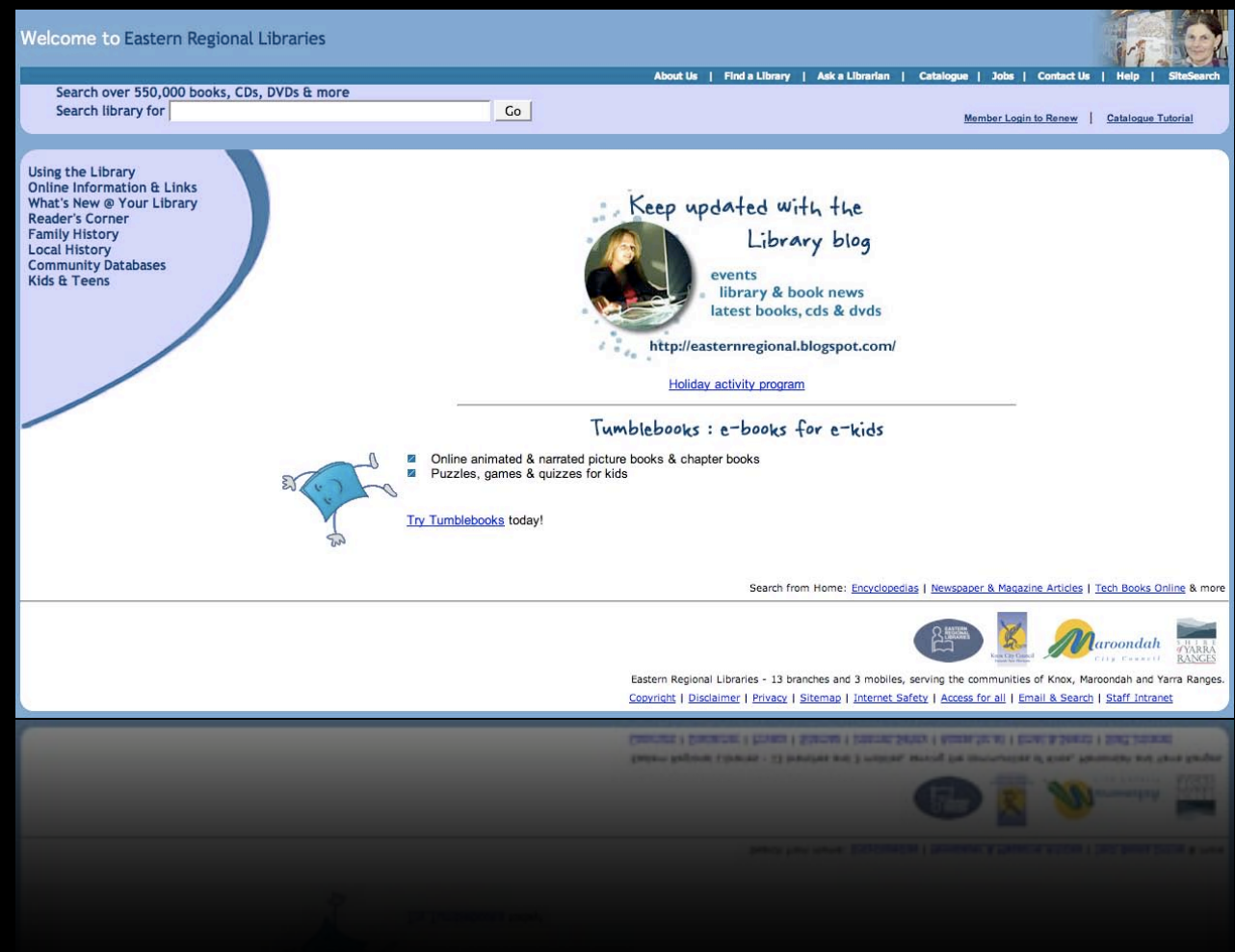
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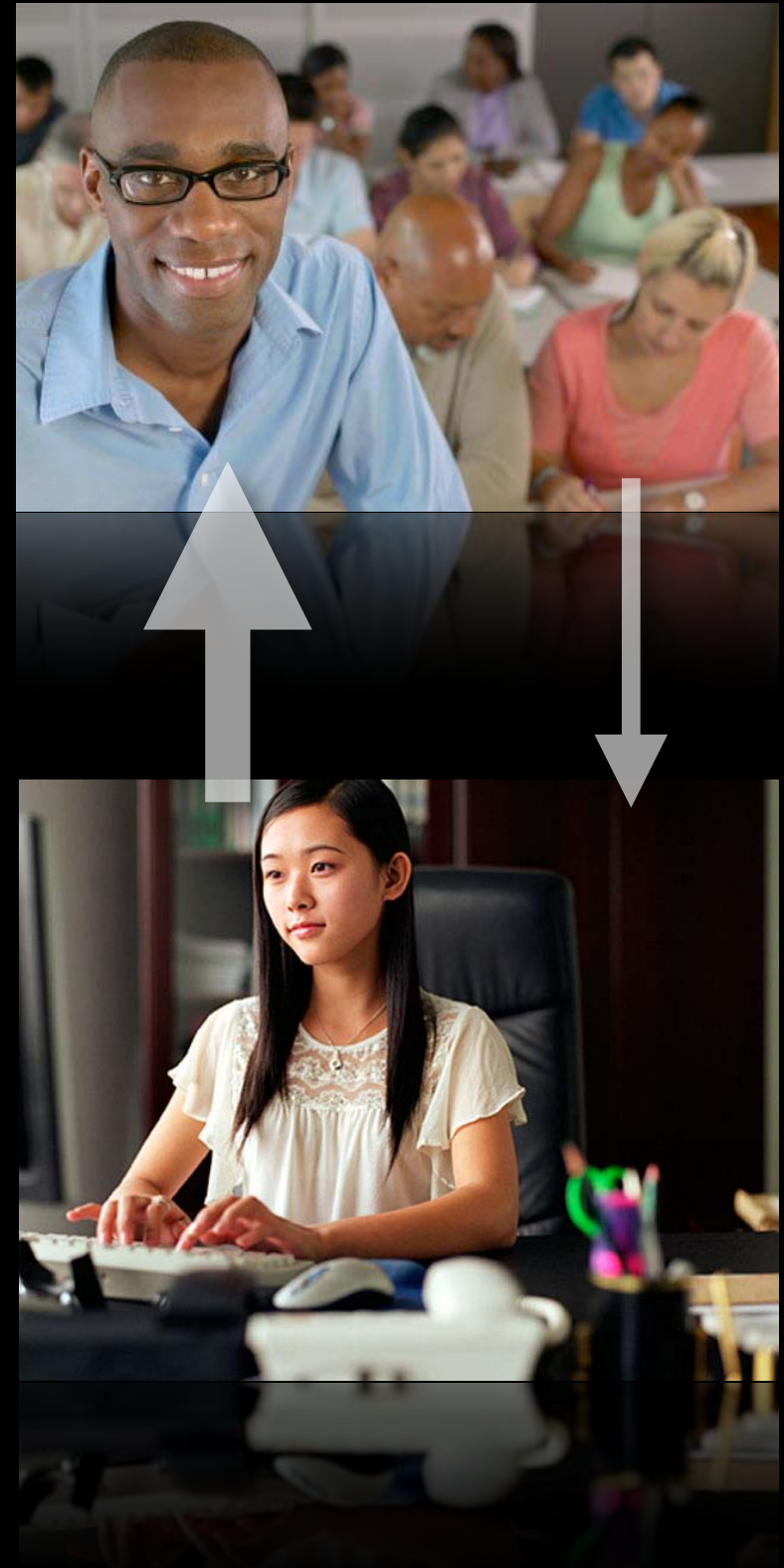
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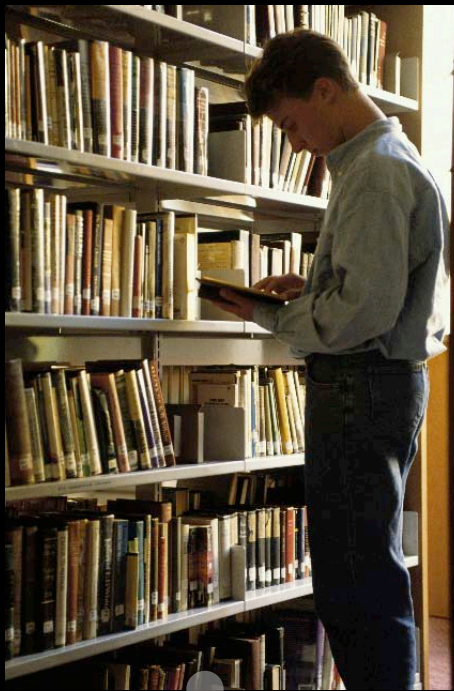
Old Model

- Library as a Separate Process and Collection from the Academy's Core Business
- Enhance and Facilitate
- Emphasis on External Documents



New Model

- Library as Information “Collector” and “Enhancer” of the Organization’s Information
- Institutional Repository
- Emphasis on Synthesis
- Sees the Complexity of the Enterprise



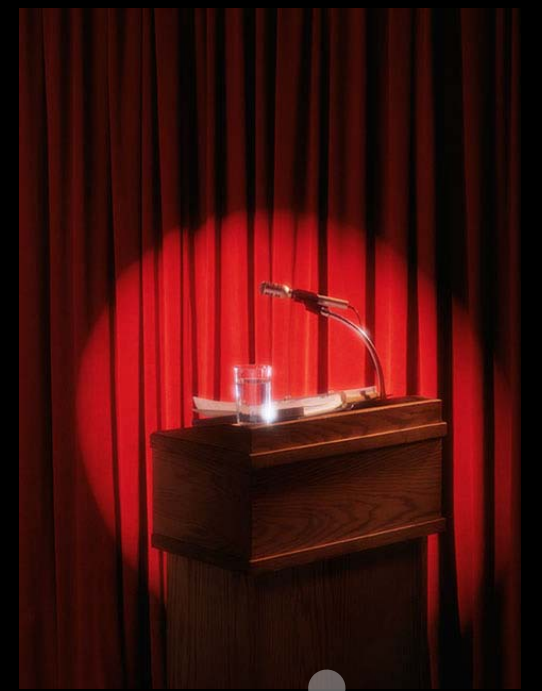
Planning



Gathering



Publishing



Disseminating



Conversation

- Knowledge is Created through Conversation
- Libraries are in the Knowledge Business
- Therefore, Libraries are in the Conversation Business

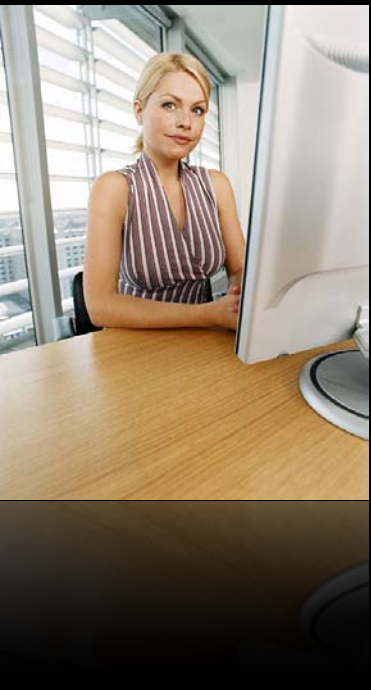


Participatory Librarianship

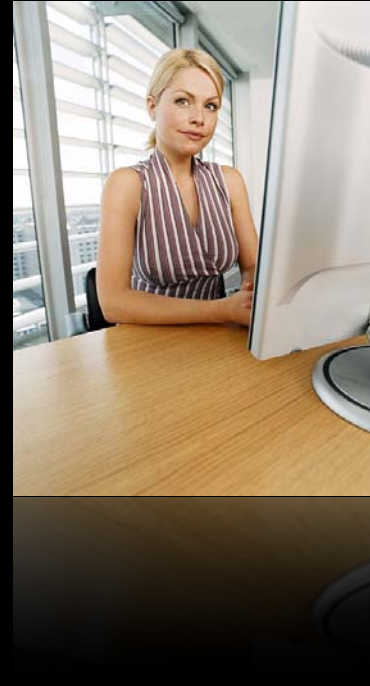


<http://iis.syr.edu/Projects/PNOpen>

- Artifacts (Books, Video, Web Pages) are Simply By-Products
- Item Focus Must be Replaced by Conversation Focus
- Conversations Should be Two-Way



Did it Rain June 18th in
Yellowstone?





Did it Rain June 18th in
Yellowstone?

Yes

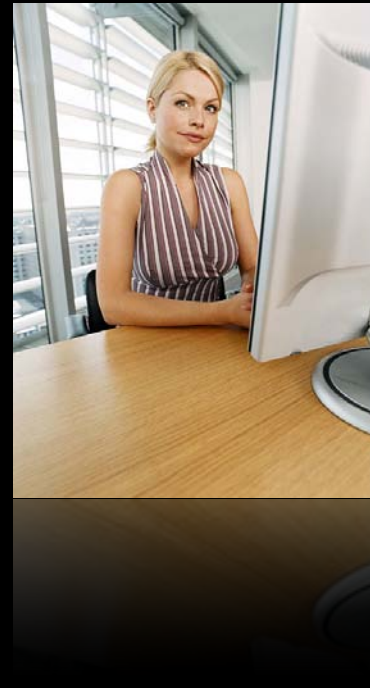




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Yes

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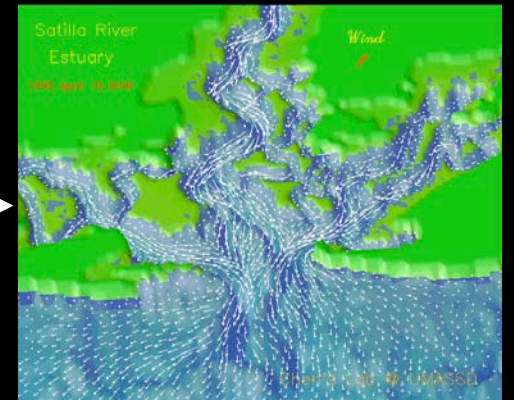
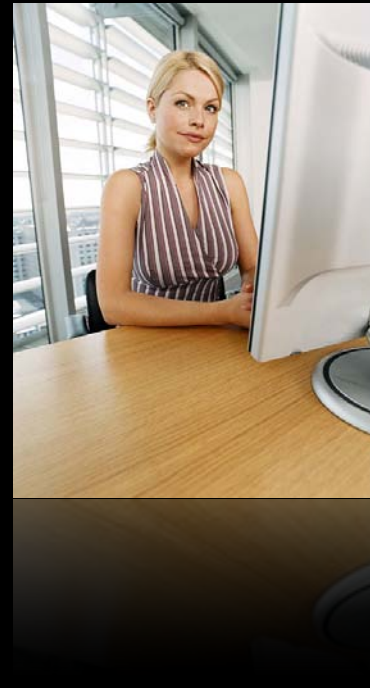




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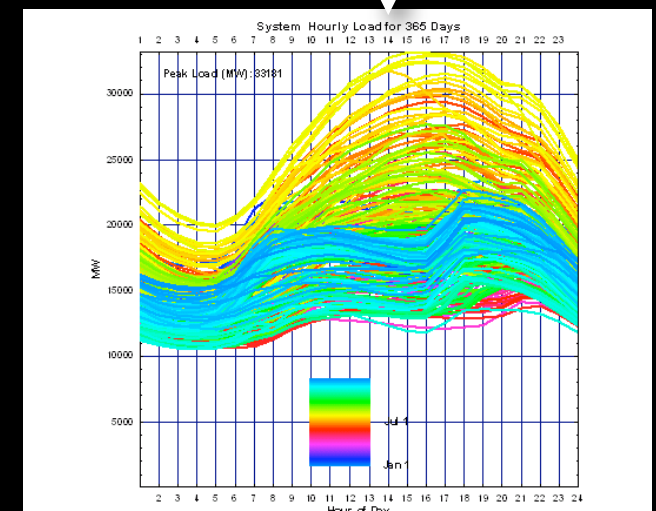
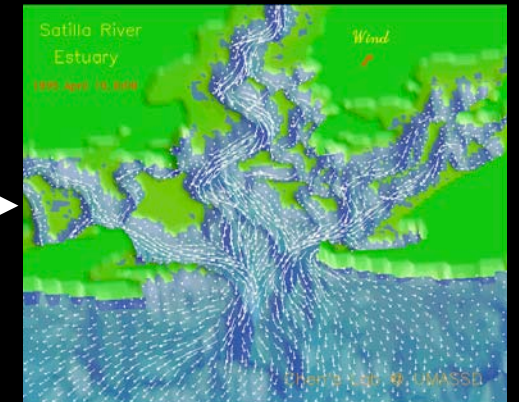
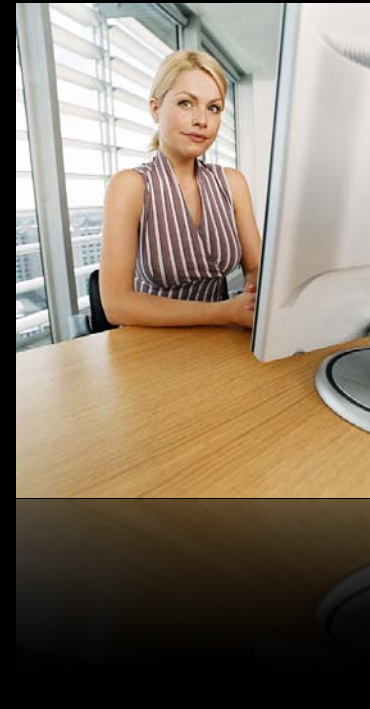




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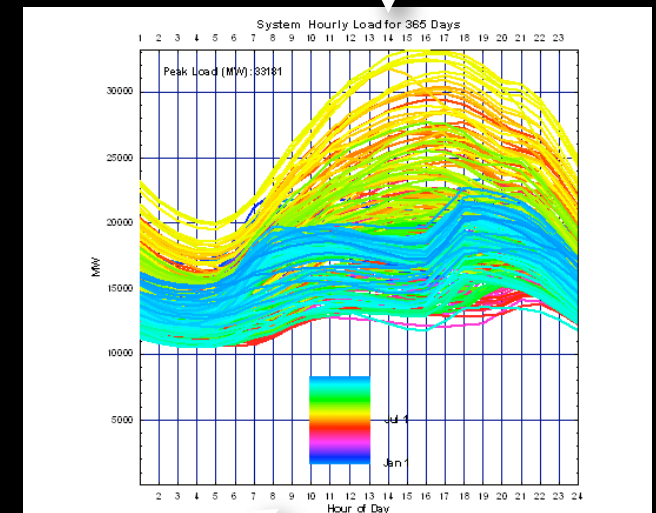
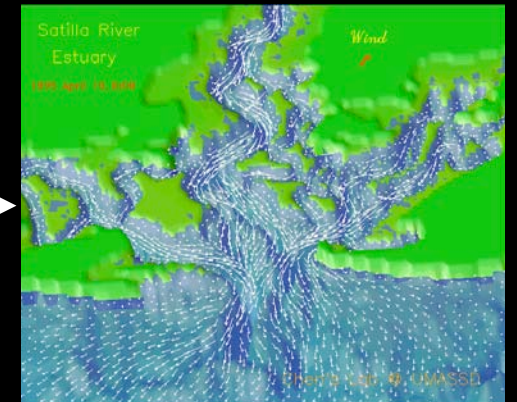
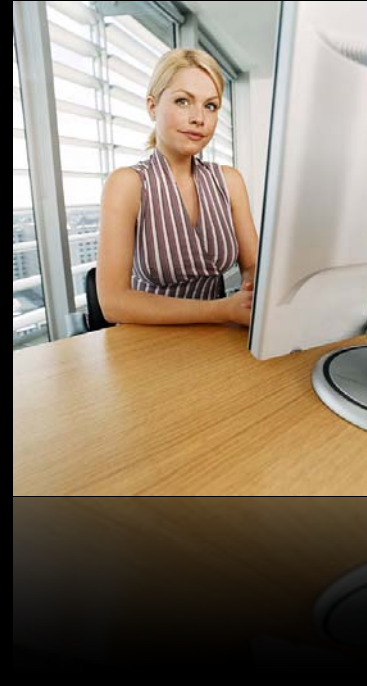




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How Sure Are You?

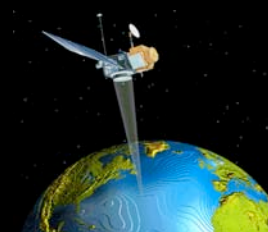
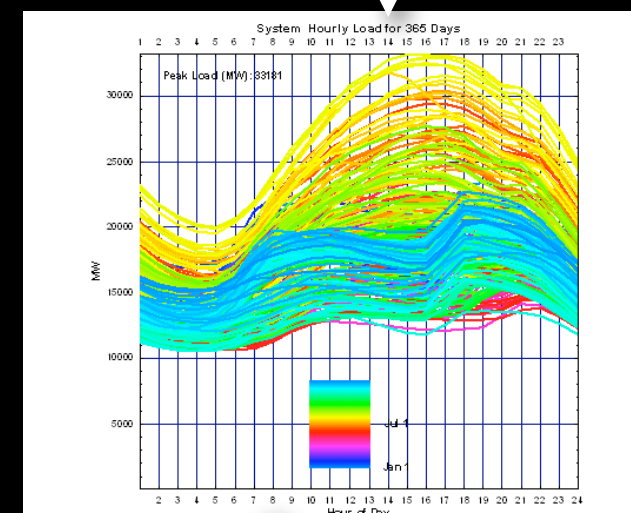
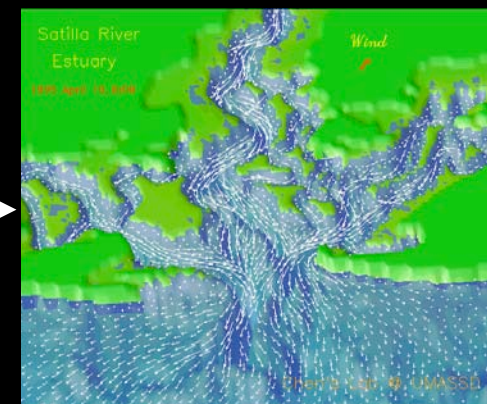
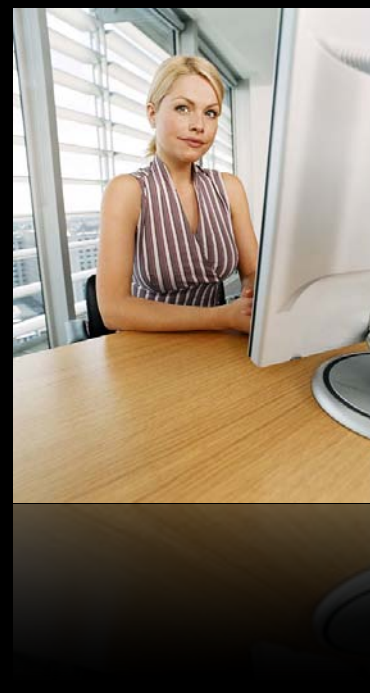




Did it Rain June 18th in
Yellowstone?

Yes

How Sure Are You?

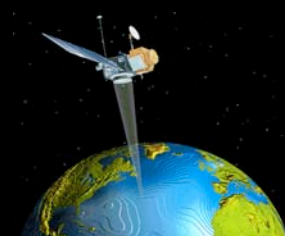
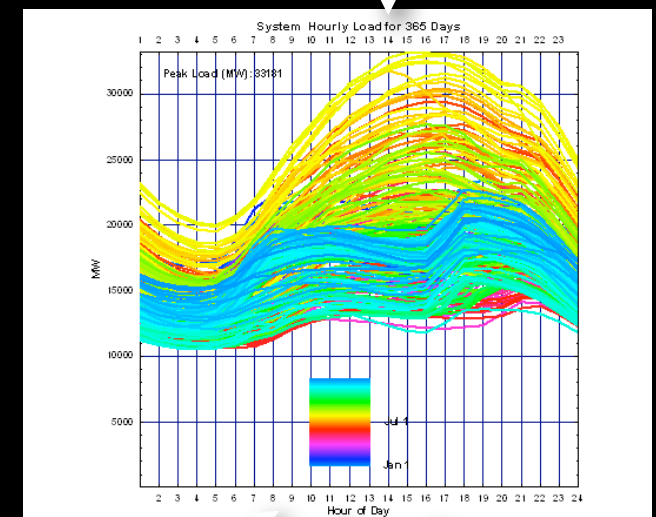
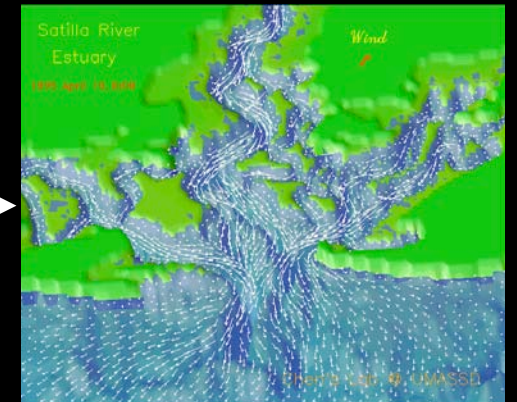
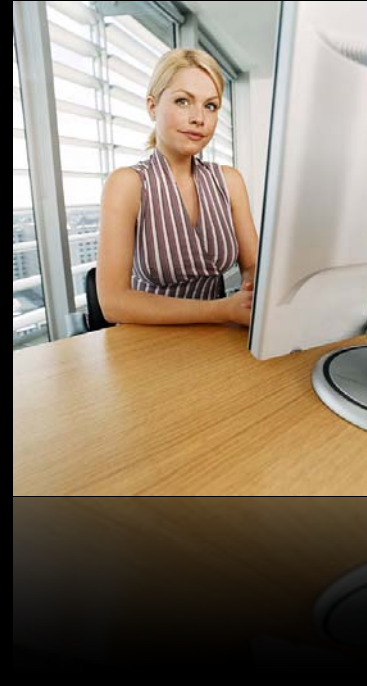




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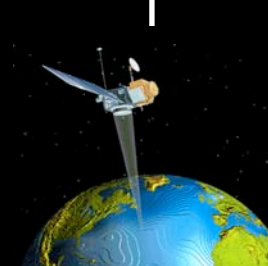
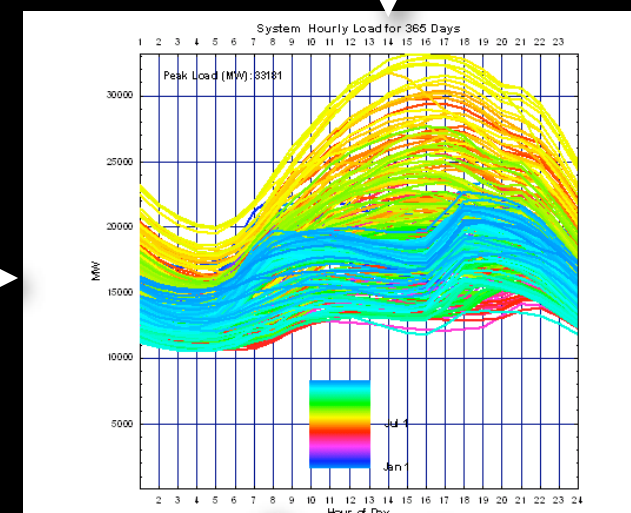
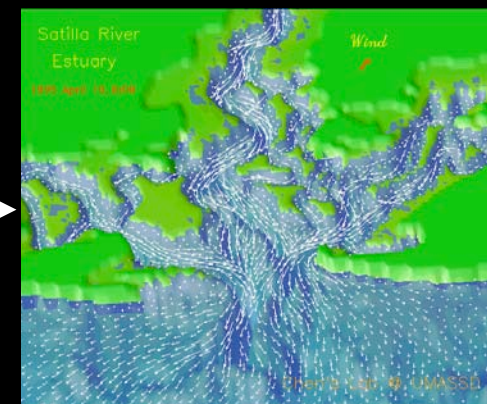
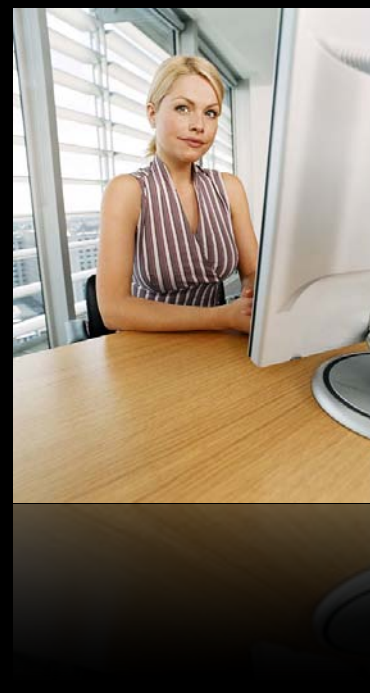




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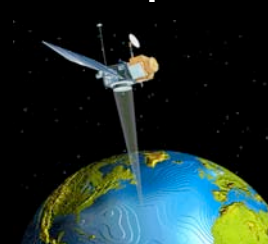
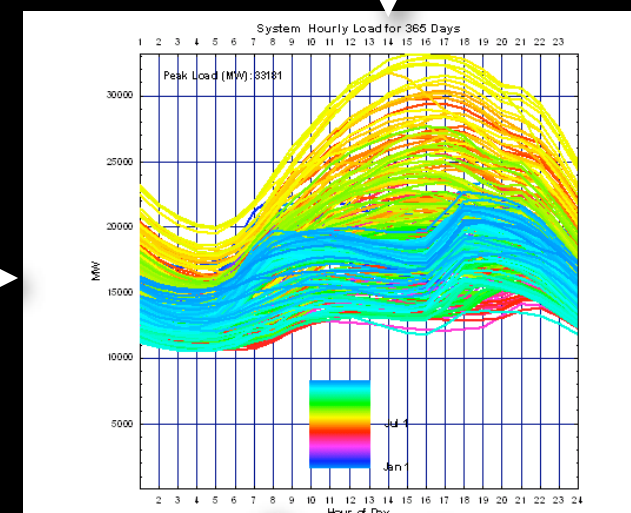
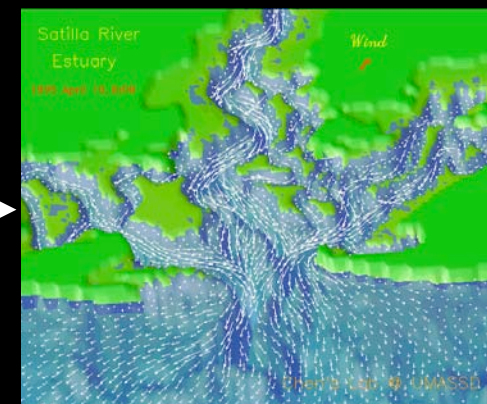




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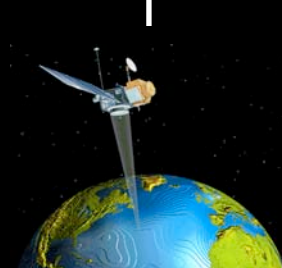
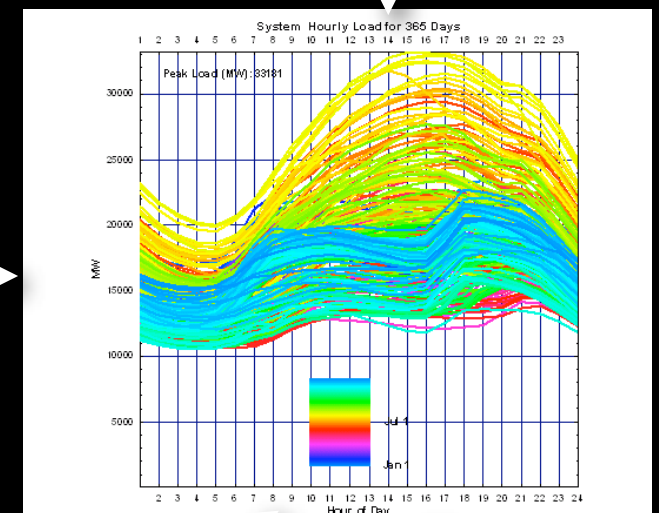
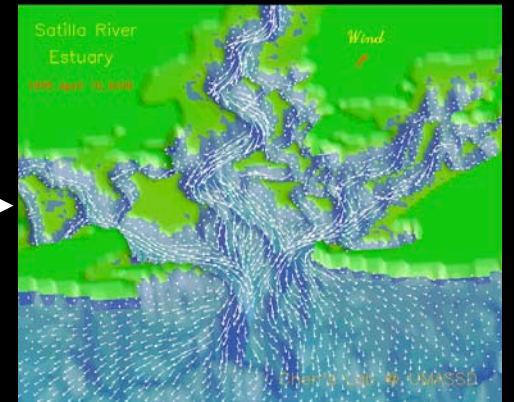
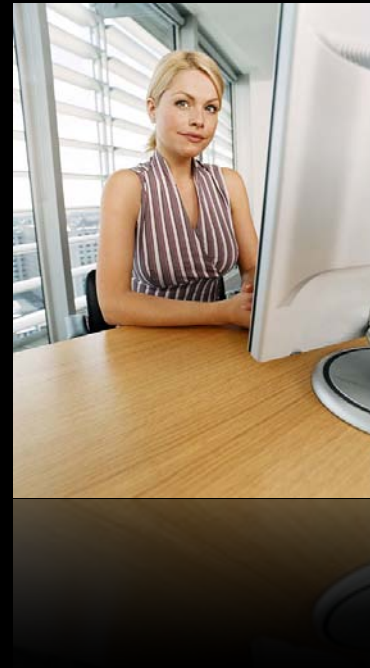




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Yellowstone?

Yes

How Sure Are You?



Community Involvement

Traditional Reference

Virtual Reference

Institutional Repository

Digital Collections

External Feeds and Sites

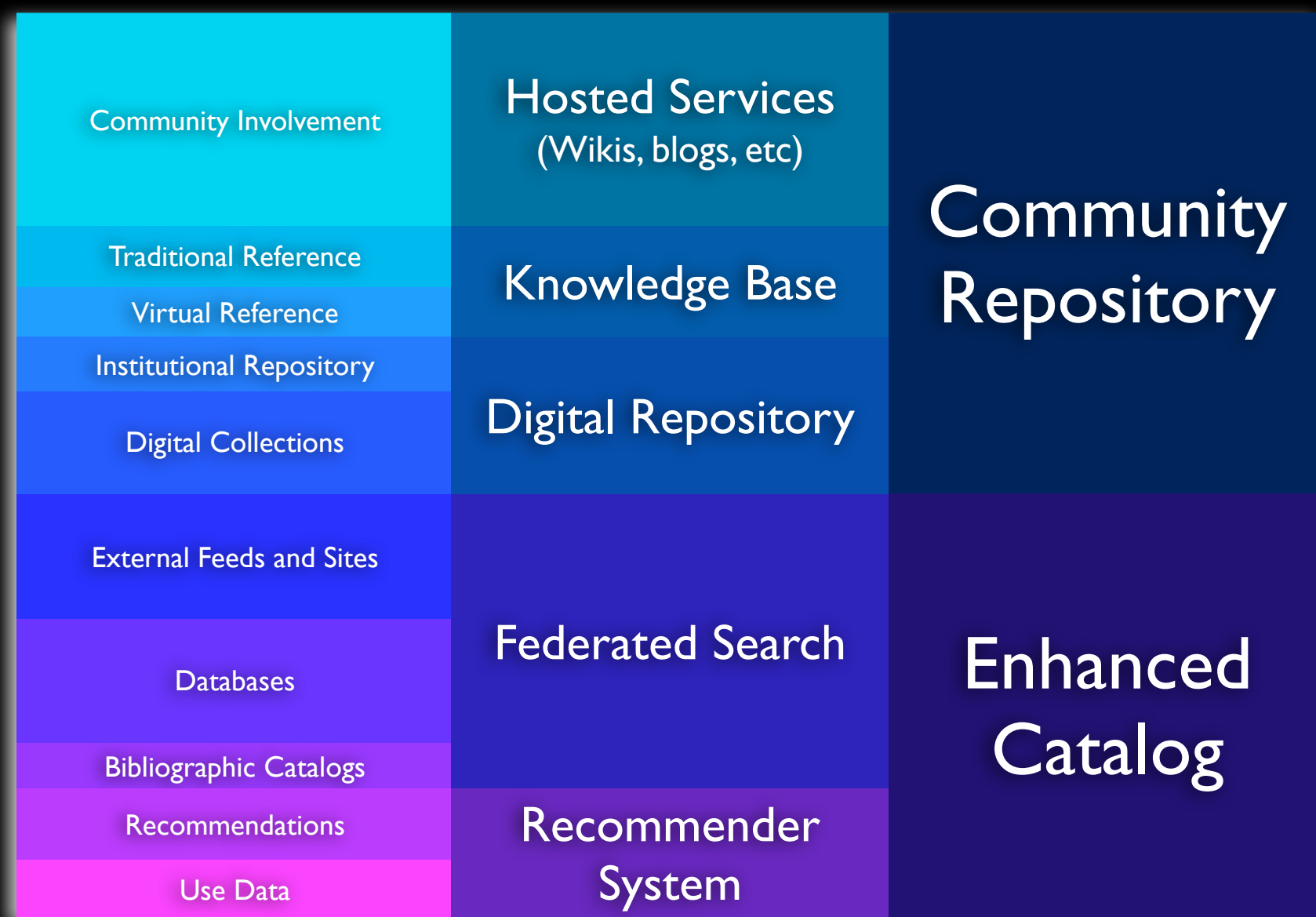
Databases

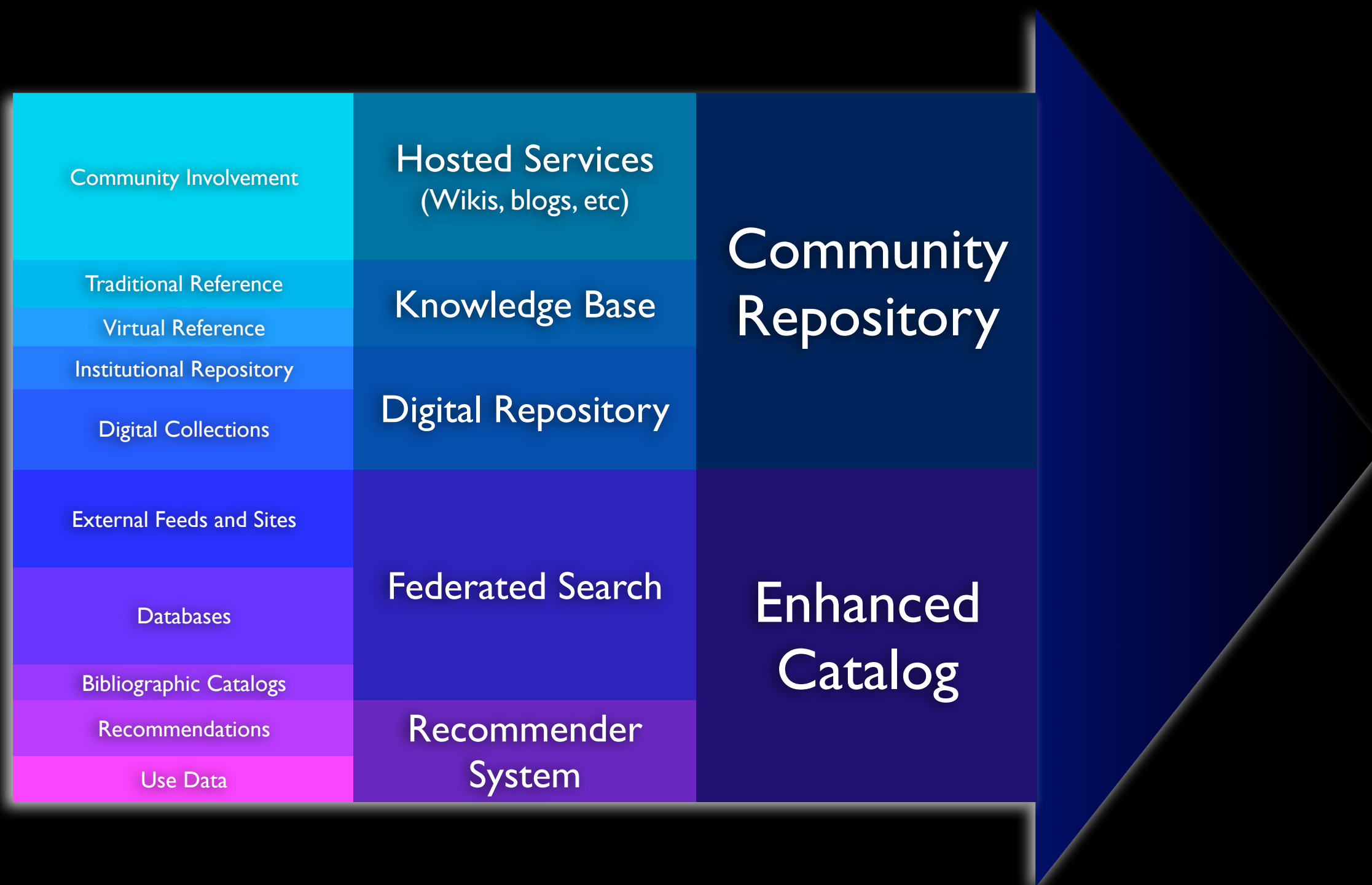
Bibliographic Catalogs

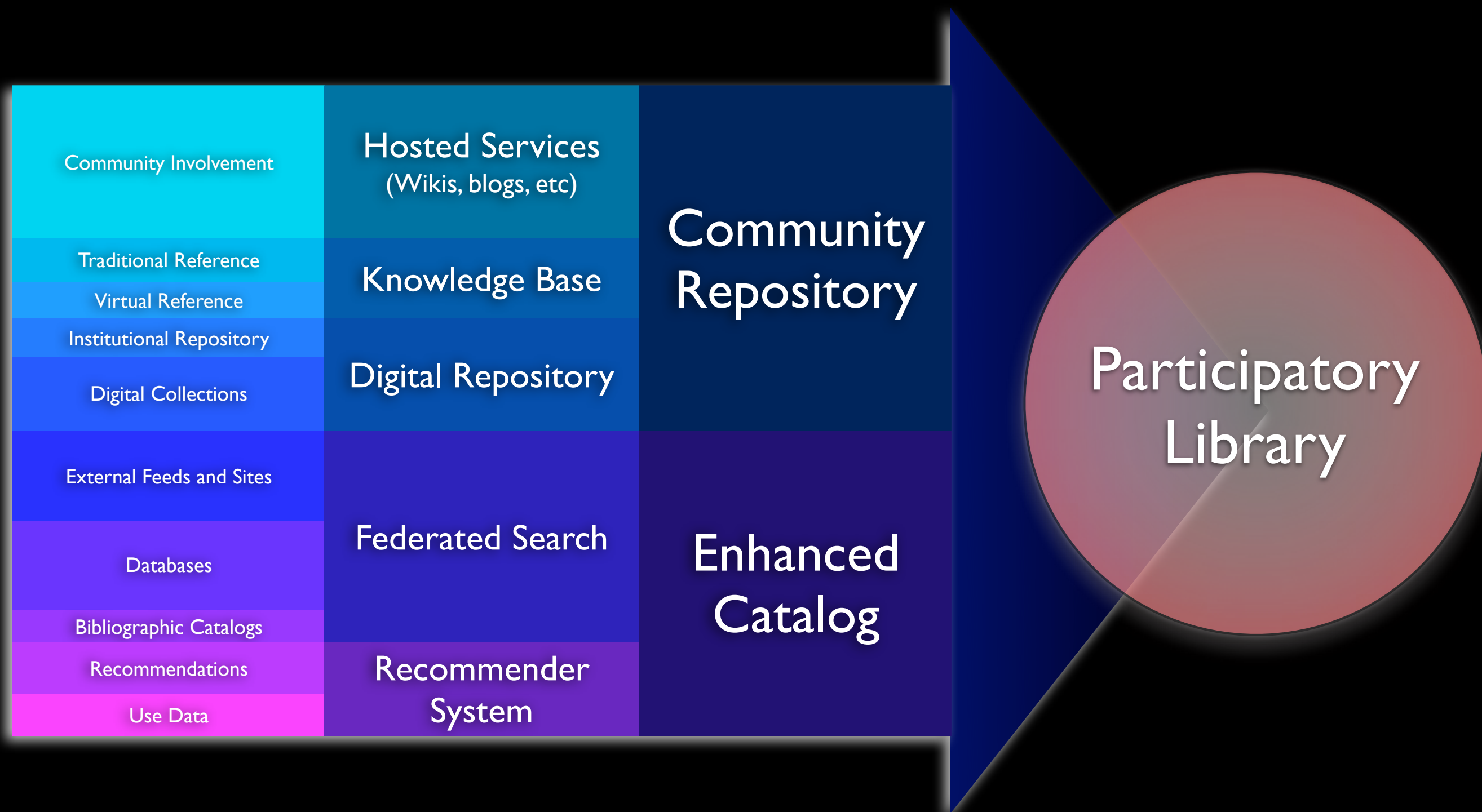
Recommendations

Use Data

Community Involvement	Hosted Services (Wikis, blogs, etc)
Traditional Reference	Knowledge Base
Virtual Reference	
Institutional Repository	Digital Repository
Digital Collections	
External Feeds and Sites	Federated Search
Databases	
Bibliographic Catalogs	
Recommendations	Recommender System
Use Data	





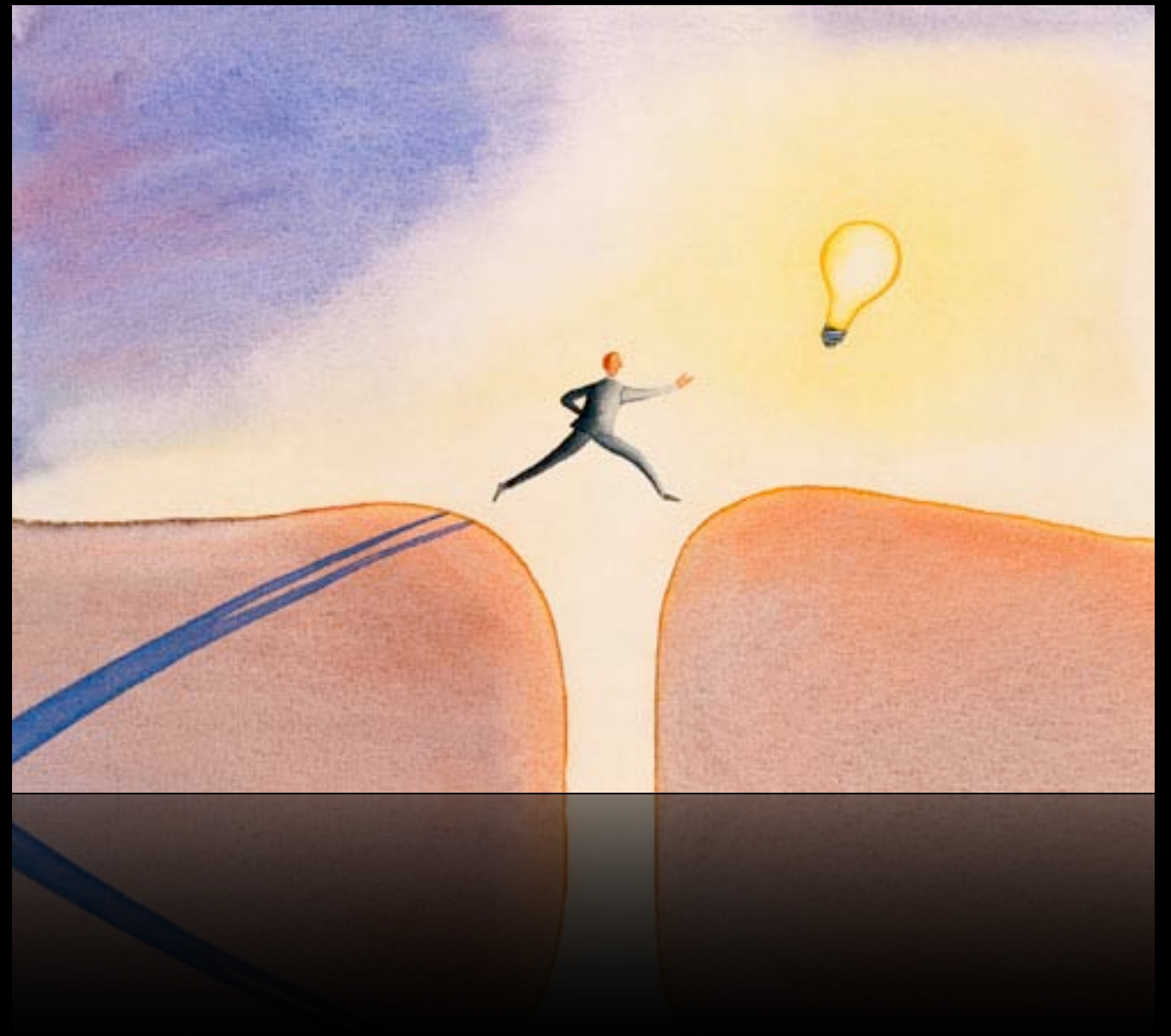


Recommendations

- Broader and Deeper Conversation about Participatory Librarianship
- Create a Participatory Library Testbed
 - Pooled Effort in Library System Innovation
 - Real Web 2.0 Services
 - Education Program

Recommendations

- CHANGE!
- INNOVATE!
- PARTICIPATE!





Slides:

www.DavidLankes.org

Participatory Librarianship:

<http://iis.syr.edu/Projects/PNOpen>