

Rethinking Reference: Connecting with 21st Century Users

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MCLS

April 24, 2007

Do you still...

- Have a black-and-white television?
- Have a computer that runs DOS 3.X?
- Have a telephone with an actual rotary dial?

Reference in the good old days

- Was mostly text-based
- Relied heavily on walk-in traffic
- Was done mostly face-to-face

Have you ever...

- IM'd your friends?
- Sent pictures via your cell phone?
- Twitter'd?

“Reference Has No Future Say Experts at
ACRL”

Headline in Library Hotline, April 23, 2007

Future of reference is ...

- Knowing how your users are communicating with each other
- Knowing how they want to communicate with you
- Knowing what is coming down the road before you can see it

What are the looking-forward
libraries doing?

What is being tried:

- Roaming
 - King County Library System (Washington)
 - Westerville Public Library (Ohio)

What is being tried:

- Instant messaging
 - Exeter Public Library (Rhode Island)
 - Los Angeles Public Library

Exeter Public Library

home library catalog databases

773 Ten Rod Road, Exeter, RI 041-294-4109

Rhode Island PBS Parenting Workshop

Thursday, May 3rd
6:30-7:30pm
Free workshop for Parents with Babies and Children up to grade 3. Learn about Early Media Literacy and School Readiness Skills and how they relate to PBS educational programming for children. Sponsored by RI PBS and the Exeter Public Library. Please register in person, by calling 294-4109, or e-mail director@exeterpubliclibrary.org by Thursday, April 26.

posted by Amy E Nelson, 1:26 PM | [link](#) | [0 comments](#) |

Library EIf

If you are someone who likes to keep close track of the library materials you have out or on hold there is an online and e-mail service you may be interested in. You can set it up to send you e-mail reminders about when your items are coming due, see what items are on their way for you and you can set it up to check all of your family member's cards at once!

Library EIf is a website that is not affiliated with the Exeter Public Library in any way, but our library patrons are able to use the service to access their library card information. Our patrons who already use it, find it really helpful.

Here is a description from their website:
EIf is a web-based and email tool for library users to keep track of their library borrowings. EIf is like a personal assistant, whose task is to help with keeping track of what one has on loan from the library.

Designed with the busy or avid library user in mind, EIf is ideal for families with multiple library cards or for individuals who have cards from different libraries. EIf makes it easier to keep track of what's due, overdue or ready for pickup from one or more library accounts.

Users have the option to consolidate their library accounts into one account if they wish. This account is checked everyday and email notices are sent when items are coming due, overdue or when holds are ready for pickup. As well, get up-to-date realtime information by browser.

posted by Amy E Nelson, 10:02 AM | [link](#) | [0 comments](#) |

American Sign Lanuage Class

Visit Us

773 Ten Rod Road
Exeter, Rhode Island, 02822
401-294-4109

[Directions to the Library](#)

Library Hours and Events

Sun	Closed
Mon	Closed
Tues	10:00-8:00
Wed	2:00-8:00
Thu	2:00-8:00
Fri	10:00-5:00
Sat	10:00-5:00

Apr 26	4:00 PM	Center Blood Drive
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Powered by **EventKeeper**

[Click here to view entire calendar](#)

Chat with Us

Ask us now

The Library is offline

Type here and hit enter to send an offline message.

[edit rich: meedoguser27162](#)

[get meebo](#)

If the library is open, we are online. Click in the lower box to type an instant message to us. We can renew your books, place requests and answer library and book-related questions. If we don't answer right away we may be helping someone in the library, but we'll get to you as soon as we can.

Search the Library Catalog

Title





- Home
- Library Resources
 - Catalog
 - Databases
 - Photo Collection
 - e-Media
 - Ask a Librarian
- Your Library Account
- Reserve a Computer
- About the Library
 - Locations & Hours
 - Events & Exhibits
 - News & Press
- Español
- Kids Path
- Teen Web
- Adult Literacy
- Support Your Library

Ask a Librarian

SEARCH FOR: In Library Catalog Advanced Search

Select one of these options for your question:



Visit or call your [local branch](#) during library hours.



Call or fax the [infoNow](#) unit of the Central Library for quick answers to your questions between 10 am and 5:30 pm Monday through Friday:

Telephone: **213-228-7272**

Fax: **213-228-7369**

To renew materials you have checked out, dial toll free:

888-577-5274



IM (instant messaging) is available from 10 am to 5:30 pm Monday through Friday using the following accounts:

AOL (AIM):	AskIapl
Yahoo!:	AskIapl
MSN:	AskIapl@hotmail.com



AskNow - Ask your questions and get answers, in real time, from librarians located around the world. This service is available 24 hours a day, 7 days a week. (For information about your library card or local library policies, please use one of the other options mentioned above.)

[AskNow: Connect with a Librarian](#)



E-Mail - [InfoNow](#) staff will respond to your question within 48 hours (excluding weekends)

[Information Request: Ask A Librarian](#)

If you would like to make a comment or suggestion, or need to report a problem, please use one of these forms instead.

[Comments Suggestions](#)

[Suggest A Purchase](#)

[Reporting Technical Problems](#)

What is being tried:

- Social networking
 - Denver Public Library's eVolver on MySpace
 - Des Moines Public Library



Search bar with 'MySpace' dropdown and 'Search' button.

Home | Browse | Search | Invite | Film | Mail | Blog | Favorites | Forum | Groups | Events | Videos | Music | Comedy | Classifieds

eVolver



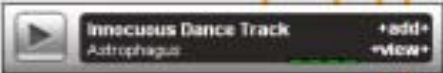
"teens.denverlibrary.org"
Female
17 years old
DENVER, Colorado
United States
Last Login: 4/23/2007

View My: Pics | Videos

Contacting eVolver

- Send Message
- Forward to Friend
- Add to Friends
- Add to Favorites
- Instant Message
- Block User
- Add to Group
- Rank User

MySpace URL:
http://www.myspace.com/denver_evolver



eVolver's Interests

- Music: Featured CD: [Grammy Nominees 2007 - Place your hold now!](#)
[Music Reviews by Teens](#)
- Movies: [Movie Reviews by Teens](#)

eVolver is in your extended network

eVolver's Latest Blog Entry [[Subscribe to this Blog](#)]

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- eVolver YouTube Contest - Win a New MP3 Player! ([view more](#))
- Summer Reading Program Bookmark and Poster Design Contest ([view more](#))
- Teens Top 10 Books! ([view more](#))
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eVolver's Blurbs

About me:
I'm the Denver Public Library Web Site for Teens! Visit teens.denverlibrary.org for tons of info on homework help, books, movies, music, your life, your future and more.

Need homework help right now? Try [AskColorado](#) where you can chat live with a librarian 24/7.



Search for books, audio, dvds & more...

Search bar with 'Search' and 'Clear' buttons, and a 'Keyword' dropdown menu.

Who I'd like to meet:
Teens in the Denver area and authors of books for teens.
Local bands would be cool too.



CATALOG | DATABASES | INTERNET | HOURS/LOCATIONS | MY ACCOUNT | CONTACT US

Search
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Kids
Storytimes
Harry Potter Page
Preschool Park

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My Account
Renew Your Materials
Get a PIN
Policies

Library News
AVID
What's Happening
Insight

Building Projects

Library Foundation

Make a Gift to Support
Your Library Today!

Library Board



AVID Presents Mary Doria Russell

Thursday May 3
6:30 PM
Eheslow Auditorium
Drake University

Check out our [AVID
Booklists](#) for all the great
AVID authors!

[details](#)

- Job Openings at Des Moines Public Library
- Technical Help
- Help for AOL Users
- Email the Webmaster
- Get Our e-Newsletter
- Book a meeting room

Online Book Clubs - **NEW! FREE!**

Join one of our eleven [online book clubs](#), to make reading an effortless part of your day. A short portion of a great book shows up in your email every day.

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Taxes and Tax Form Information

Click [here](#) for information on federal and state taxes, filing, tax forms, and more.

[Dorothy Kelley](#) has been named [Acting Director](#) of the Des Moines Public Library.

Central Library hours change

Effective May 2007:
Sunday: 1:00 PM - 5:00 PM year-round



DMPL Teens on MySpace!

Click on the image and add us as your friend today!

Join TAB - Teen Advisory Board!
Teen Advisory Board. Join TAB at Central, on the 3rd Tuesday of each month to plan events and discuss the latest teen books. Second floor conference room, Central Library.

• [Des Moines Public Library Mission, Vision,](#)



So what's different?

- Don't wait for the users to come to you
- Adopt those technologies that will help you make good use of your most expensive resources – your staff
- Look at your reference service through the user's eyes

A rose by any other name ...

Reference is still reference even
if you call it by another name!

Thanks!