

Search Newsletter

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Search has over 500 subscribers. If you would like this e-newsletter to come to your email, just click on this [subscribe link](#). This link, along with an unsubscribe link, is at the bottom of every newsletter. It's also on the home page of the System Reference Center web site - <http://www.systemref.org/>

Got Questions? Please continue to use the web form on the System Reference Center website - www.systemref.org - in sending us your second-level reference questions, or just write us - info - AT - systemref - DOT -org. Keep those calls and emails coming - we want to hear from you!

News You Can Use

Internet Librarian 2006 and California Library Association 2006

Last year's buzz about libraries' experiences with wikis, blogging, social computing, and gadgets continued. Internet Librarian had more about the new technologies. California Library Association was more generalized, but the [Technology Section's](#) workshop "[What's New in Technology](#)" was [standing room only](#), as was Michael Stephens' Infopeople demo "[Ten Ways to Use Flickr in Your Libraries: 15 Minutes of Flickr](#)". Attendance at the Internet Librarian was the highest ever. Bloggers hit the high points of both conferences. Quick links to Internet Librarian 2006, CLA 2006, and other conferences are on the System Reference Center's [Conferences](#) page.

Patrons & Services - New Page on System Reference Center Site

Member libraries is your library considering adding Instant Messaging (IM) reference as a service? Are you reviewing your policies about patron behavior? Do you want to see a screencasting in action?

We have collected some of your resources, augmented them with web sites, and have posted them on the new [Patrons & Services](#) page. Good patron service, whether it be in person or over the web, catalog display or study space, is a factor in making our collections accessible, our service relevant, and our funding maintained.

IM News and Resources

Alameda County and Livermore libraries have recently added IM reference as a service. Their experiences with, and documents related to, IM are posted [here](#). You can see Alameda County's publicity timeline and Livermore's publicity pieces, guidelines, and action plan. Links to presentations by Sarah Houghton-Jan, San Mateo County Library, are also here.

Problem Patrons

What library doesn't have patrons that staff are concerned about? Almost all libraries have posted behavior policies in their buildings and on their websites. Staff attend workshops in how to manage situations with such patrons. We've learned that all staff must adhere to the policies and be consistent in enforcing them.

But it's not as simple as that. Librarians disagree on who presents problems, if and when staff should respond, and how.

The SRC is collecting policies and strategies from our member libraries, and also links to resources, and posting them on our new [Patrons & Services](#) page. There you will find policies from the San Jose Public Library and links from Infopeople and Webjunction.

Screencasting Software

Whether member libraries call it "screencasting," "online videos," or "web-based tutorials," they are usually meaning patron training modules made with TechSmith's [Camtasia](#), Adobe's [Captivate](#), or Talking Communities' [TCscreen](#). Mountain View Library has just posted its [tutorial](#) on [freezing holds](#). The Peninsula Library System has [five](#) tutorials. Here are their titles

- * Simple Title Search
- * Placing a Hold
- * Placing Multiple Holds using Bookbag
- * Renewing Your Items
- * Changing Your Email and PIN

Library Words

Nick Szegda at Menlo Park found a compilation of guides evaluating library terms. It's part of John Kupfersmith's page titled [Library Terms That Users Understand](#)

Although academic libraries are concerned about the intelligibility and friendliness of their sites, public libraries are also. What do you think of these treatments of library jargon by the academic library projects at [SUNY Morrisville College Library](#) and [Boise State's Albertson Library](#)?

Free Publicity Materials for CalCat and WorldCat & free Califa webinars

Your patrons go first to the web to get their information, according to studies by the Pew Internet & American Life Project - [www.pewinternet.org](#). Thanks to an [LSTA grant](#) from the California State Library, public libraries in California are able to update on their holdings on OCLC. The grant is administered by [Califa](#).

To view Califa's published support links, go to http://calcat.org/for_librarians.html. These are the links for the background and training documentation for the California Catalog, the OpenWorldCat initiative for California public libraries. The [overview](#) contains links for both librarians and the public. Click on the oak leaf logo to return to the main CalCat site - <http://www.calcat.org/>

Califa is offering four free one-hour-a-month [webinars](#) that are designed to answer your specific questions and go over issues and problems you might have with both the California Libraries Catalog (Calcat.org) and the WorldCat.org subscriptions. For details and registration, go to the [webinar information and registration page](#).

OCLC has published free promotional materials for *Find in a Library*® - <http://www.oclc.org/worldcat/promote/>.

WorldCat is on major Web search engines, [WorldCat.org](#) and the freely distributed WorldCat search box. These publicity materials include sample press releases, bookmarks, and PowerPoint slides.

There are also eight toolkits on popular WorldCat search subjects

- * Genealogy
- * Cooking and nutrition
- * Music
- * Gardening and landscaping
- * Real estate
- * Resources for people with disabilities
- * Languages
- * Current events


Each toolkit includes several themed print pieces—a flyer, shelf hangers, and bookmarks—that you can distribute throughout your library, as well as a short article you can customize and place on your Web site or in your print or e-mail newsletters.

Reference Picks

Aids or ideas for your library.

Spanish Services

We picked library sites at random and included some materials from WebJunction. If you would like your site featured in *Search*, please contact the [editor](#).

- Computers from [WebJunction](#)
- Redwood City's [Spanish](#) page. Flyer for Internet classes in [Spanish](#) 
- California State Library's information on talking Spanish newspapers for the blind and visually impaired. [Press release December 21, 2005](#)

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Questions and Answers

Here's this issue's stumper and its story.

Poof! Fizz! Soda Bicarb and Fire Extinguishers

Our patron wanted to know when baking soda (sodium bicarbonate) was first used in the manufacture of fire extinguishers. Web sites were misleading, and the library's books didn't have this information.

We hope that you or your patrons won't have to use a fire extinguisher when cooking the Thanksgiving feast or run for the bicarb of soda afterward. Instead we hope that you, your patrons, and your guests will be amused (or distracted) by these sites our researchers found.

To quote our researcher: "These documents not only answer the question of first usage, but also the history of sodium bicarbonate as well. (Frenchman Francois Carlier invented the first extinguisher that used sodium bicarbonate in 1866.)"

- Bookrags' "Research Anything" [History of the Fire Extinguisher](#)
- Bookrags' "Research Anything" [Sodium Bicarbonate](#)
- Wikipedia [Fire Extinguisher](#)
- If your library has Gale's *Science Resource Center* the history is neatly pulled together in the "Reference" tab, when you search on the subject "[Fire Extinguisher](#)."

The librarian who sent in the question reported back to us that the patron was absolutely delighted with the links.

News from our Members

Publicity on the Web

Mountain View, San Jose, and San Francisco post their events on [Craigslist](#); however events can't be sorted by date, though they can by location. Menlo Park uses [zvents](#), a new *Daily News* site. You can narrow your search by date or date range. Does your library use these services? How effective are they?

Librarian Authors

Links to works by Nick Szegda of Menlo Park, Sharon Olson of Palo Alto, and Jim Van Buskirk of San Francisco are on the new [Librarians as Authors](#) page. The list is by no means complete. Authors, let us know who you are!

If your library has some interesting statistics or sends out press releases, please share them with staff and committee listserves, and send them to [Mary Beth Train](#). One good idea begets another!

BALIS/PLS/SVLS System Reference Center

www.systemref.org

- For libraries to submit an article for **Search** or a suggestion, email Mary Beth Train at train-AT-plsinfo.org.
- Find **Search** archives at [Search Newsletters](#).

- We're part of the Library!

- [Bay Area Library and information System \(BALIS\)](#)
- [Peninsula Library System \(PLS\)](#)
- [Silicon Valley Library System \(SVLS\)](#)
- [Monterey Bay Area Cooperative Library System \(MOBAC\)](#)

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- Angel Kao - On leave till January 2007

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