



LACUNY 2007 Institute

Technology with a Face: High Tech Meets High Touch

Friday, May 18, 2007

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Technology with a Face: High Tech Meets High Touch

Technology with a Face: High Tech Meets High Touch was the theme for the 2007 LACUNY Institute, held May 18, 2007 at Baruch College, the City University of New York.

As librarians, we have historically prided ourselves on our face-to-face relations with patrons. As we adapt to new and diverse students: net gens, adult learners, international students, etc., our emerging challenge has been to maintain this personal touch in the increasingly technocentric academic library environment. How can we creatively apply new technologies to better connect with user research needs and foster information literacy?

Baruch College
William and Anita Newman Conference Center, 7th floor
151 East 25th St. (between Lexington and 3rd Avenues)
New York, New York 10010

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Technology with a Face: High Tech Meets High Touch

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As librarians, we have historically prided ourselves on our face-to-face relations with patrons. As we adapt to new and diverse students: net gens, adult learners, international students, etc., our emerging challenge has been to maintain this personal touch in the increasingly technocentric academic library environment. How can we creatively apply new technologies to better connect with user research needs and foster information literacy?

We invite proposals for 40-minute presentations (30 minute discussion and 10 minutes Q&A) on innovative methods of personalizing library services in the current academic environment. Below are suggested topic areas but all ideas will be considered. ALL PROPOSALS MUST BE E-MAILED. [Click here for a sample proposal](#) (PDF).

- Librarians as producers of information
- Incorporating commercial products into library services (e.g. Google Scholar, My Space)
- Serving disabled (physically and learning disabled) students
- Cultivating customer service relations from a distance
- Reinventing the catalog
- Applying usability studies
- Streaming media
- Creating new paradigms of service
- Using Web 2.0 as a teaching tool
- Emerging Technologies
- Making the library relevant to today's user
- Social bookmarking and folksonomies
- Agent Technology

If you are interested in presenting a session, please submit a one-page proposal to Professor Valeda Dent (vdent@hunter.cuny.edu) or Ms. Ingrid Bonadie-Joseph (ibonadie@hunter.cuny.edu) by February 26, 2007. The proposal should include an abstract to be included in conference announcements. Please provide contact information, including your full name, affiliation, address, phone, and email address and any technical or equipment requirements.

[Click here for a sample proposal](#) (PDF).



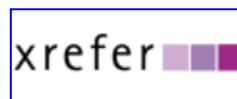
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Program

8-9am

Registration/Continental Breakfast

9-9:15

Introductions

Arthur Downing, Chief Librarian, Baruch College

Lisa Finder, President, LACUNY

9:15-10:15

Reversing the Technology Ratchet: Using Design Thinking to Align Hi-Tech and Hi-Touch

Keynote Speaker: [Steven A. Bell, Associate University Librarian for Research and Instructional Services, Temple University](#)

[presentation](#) (PowerPoint)

[Recommended Reading](#) (PDF)

[Video of Presentation](#) (Quicktime)

10:15-11:00

Studying Students: Identification of Student Work Practices and Applications to Technology Design

Presented by [Nancy Foster](#), Lead Anthropologist, Digital Initiatives Unit and [David Lindahl](#), Director of Digital Library Initiatives, Digital Initiatives Unit - University of Rochester.

[abstract](#)

Q&A with Steven Bell, Nancy Foster and David Lindahl

11-11:15

Coffee break

11:15-12:15

Breakout Sessions

"Circulation is Abstract": Assessing Information Literacy through Web Usability: [Remi Castonguay](#), LaGuardia Community College

[abstract](#)

Subject Resource Management System or SRMS: [Mariana Regalado](#), [Slava Gurgov](#), and [Maura Smale](#), Brooklyn College

[abstract](#)

[presentation](#)

Serving the Reference Needs of Non-textbook Students: [Sara Marcus](#), Queens College
Graduate School of Library and Information Sciences

[abstract](#)

[presentation](#) (PowerPoint)

12:15-1:30

Lunch and vendor presentations

1:30-3:00

Conversation: "Interacting with the user in mind"

Moderator: Kenneth Schlesinger, Acting Chief Librarian, York College
[Kornelia Tancheva](#) - Director, Department of Collections, Reference,
Instruction, and Outreach (CRIO), Cornell's Olin and Uris Libraries

[abstract](#)

[presentation](#) (PowerPoint)

[Ralph Vacca](#) - Co-Founder and Director of Learning Technology, Kognito

[abstract](#)

[Susan McGlamery](#) - Project Director for 24/7 Reference and the Global
Product Manager of Cooperative Services, OCLC

[abstract](#)

3-3:15

Short Break

3:15-4:15

Breakout Sessions

Absence Brings Us Closer: The Hidden Benefits of Virtual Reference Services: [Rebecca Oling](#), Purchase College/SUNY

[abstract](#)

[presentation](#) (PowerPoint)

Intelligent Agent Concepts in the Modern Library: [Valeda Dent](#), Hunter College

[abstract](#)

[presentation](#) (PowerPoint)

[Agent Technology Reading List](#) (PDF)

Who Moved My Desk? The Future Reference Platforms: [Anamika Dasgupta](#), York
College, and [Steven Ovadia](#), LaGuardia Community College

[abstract](#)

[presentation](#) (PowerPoint)

[Links presented handout](#) (PDF)

4:15

Wine and Cheese Reception
Lounge



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Steven Bell

Reversing the Technology Ratchet: Using Design Thinking to Align Hi-Tech and Hi-Touch



Technology innovation in academic libraries is essential to resource and service enhancement, but technology alone fails to deliver a satisfying library experience to the user community. Service with a personal touch is a hallmark of what a librarian does best. But as the technology ratchet tightens its grip, librarians are feeling more pressure to acquire and implement new gadgets, gizmos, and 2.0 tools. The drive to maximize the hi-tech library often minimizes the attention paid to hi-touch service. This presentation offers some new possibilities for gaining the upper hand on the technology ratchet. It offers up design thinking as a way to implement technology in a more thoughtful and creative process.

Steven Bell will share ideas for regaining control over library technology with an exploration of how we might better identify and adopt the technologies that are right for our libraries, and do so in a way that respects our profession's core value of humanistic service delivery and workplace environments. The goal is achieving a balance between hi-tech and hi-touch.

Biography

Steven J. Bell is Associate University Librarian for Research and Instructional Services at the Temple University Libraries. Previously he was Director of the Paul J. Gutman Library at Philadelphia University from 1997 to 2006. He obtained his Doctorate in Education in 1997 from the University of Pennsylvania, and his Master of Science in Library Science from Drexel University in 1977. He writes and speaks frequently on topics such as information retrieval, library and learning technologies, and academic librarianship.

As an Adjunct Professor at the Drexel University College of Information Science and Technology, he teaches courses in online searching and academic librarianship. He maintains a Web site and Weblog, "Steven Bell's Keeping Up Web Site" and "The Kept-Up Academic Librarian", that promote current awareness skills and resources. He is

also a member of the ACRLLog blogging team. Steven is a co-founder of the Blended Librarian's Online Learning Community on the Learning Times Network and has participated in numerous virtual presentations. For additional information about the author or to find links to the various Web sites he publishes and maintains, point your browser to stevenbell.info and staff.philau.edu/bells.

[Recommended Reading](#) (PDF)

[presentation](#) (*PowerPoint*)

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Registration

After you register via PayPal, you'll be asked to complete a brief survey about your plans for the day of the Institute

LACUNY Member, \$50

Non-Member, \$55

Student, \$30

If you don't want to pay online, please use the [mail-in registration form](#) (PDF)

On the day of the Institute only checks/cash will be accepted (space permitting): \$60

Registrar: Lauren Yannotta, Hunter College, (212) 650-3936, lyannott@hunter.cuny.edu

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Thanks!

Institute logo: Jean Boggs, LaGuardia Community College

Technical assistance: Michael Chen, LaGuardia Community College

SAMPLE PROPOSAL

LACUNY Institute 2007 Proposal

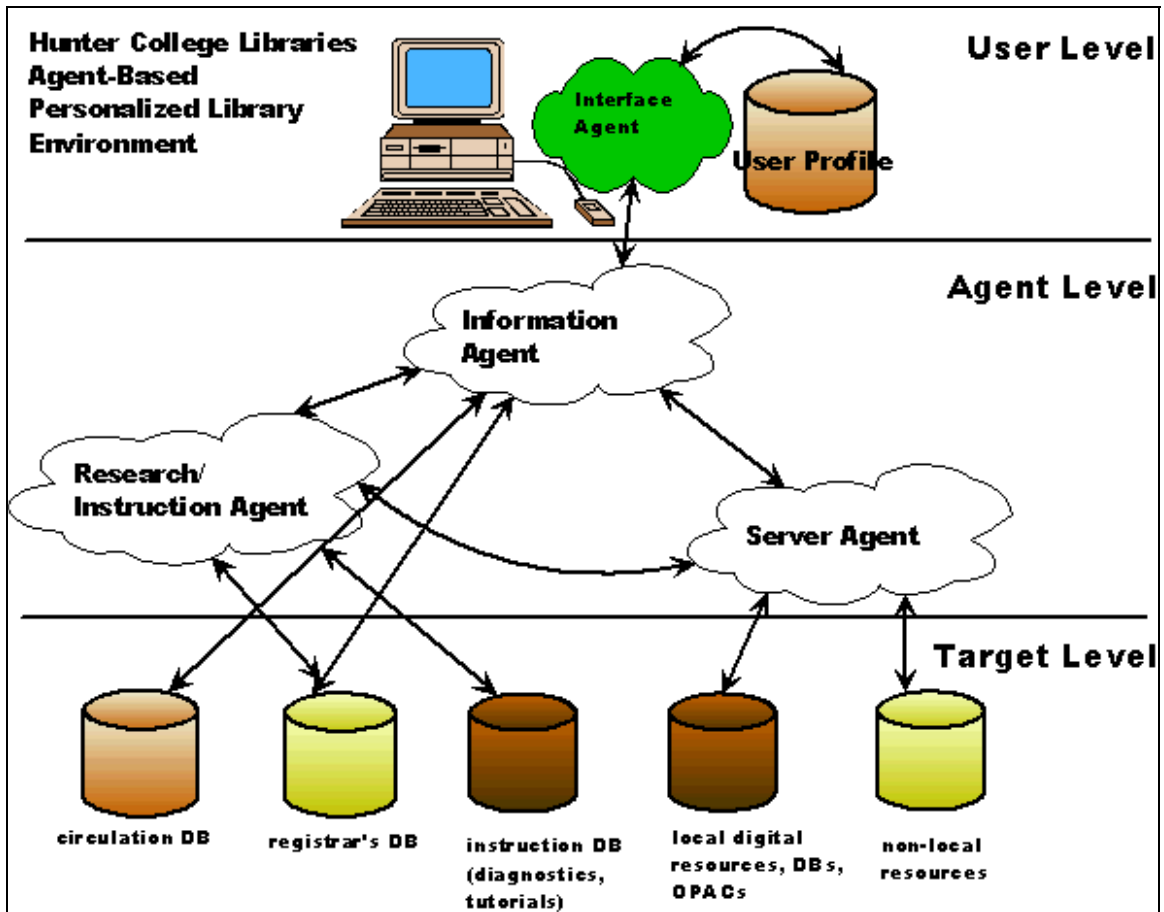
“Intelligent Agent Concepts in the Modern Library”

Intelligent agents - software components designed to perform complex tasks for the user (with or without the presence of the user) - are used in a variety of settings, from instant messaging and Web auctions, to ATM network management and air traffic control systems. The technology also has applicability within libraries, adding a level of user-oriented control and flexibility to activities such as digital collection management and virtual reference. The use of intelligent agents to assist users with their searches has perhaps the greatest potential. This presentation provides background information on the use of agent technology in information settings, and reviews three library-based projects that utilize agent technology in a practical way.

Librarians and others in the information profession recognize the potential of agent technology within the library setting. There are numerous implications for current and future use of agent technology in libraries, including how to engage IT staff in the development process, how to educate users about the benefits of the technology, and how to make sure library professionals have the skill set to allow them to participate in the conceptualization, design and implementation of agents. The paper presents a number of practical scenarios for using agents, from supporting digital libraries and teaching information literacy to virtual reference. The presentation will include a brief review of the literature, combined with brief case studies of practical applications of agent technology in three modern library settings. A conceptual model of a virtual, agent-based personalized library at Hunter College Libraries is also presented (**Figure 1 is attached.**)

There is a wealth of professional literature on agent technology and its uses, mostly from a computing or engineering perspective. It is hoped that the value of this presentation is in that it presents the concept from a library perspective, and includes references to relevant library literature and projects.

Figure 1 – Hunter College Libraries Agent-Based Personalized Library Environment



Recommended Reading for LACUNY Program

May 18, 2007

Presented by Steven J. Bell
Resource Page

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Steven Bell, Associate University Librarian for Research and Instructional Services
Temple University
bells@temple.edu
<http://stevenbell.info>

Articles and Books of Interest

B. Joseph Pine II, James H. Gilmore. *The Experience Economy : Work Is Theatre & Every Business A Stage*. Boston: Harvard Business School Press, 1999.

Mark Bauerlein. A Very Long Disengagement. *The Chronicle of Higher Education: The Chronicle Review* 55 (25):B13, January 6, 2006.

Steven J. Bell Submit or Resist: Librarianship in the Age of Google. *American Libraries* 36(9): 68-71, October 2005.

Steven J. Bell. Where the Readers Are. *Library Journal Net Connect Supplement* Fall 2005, October 15, 2005.

Available online at: <http://www.libraryjournal.com/article/CA6269278.html>

(Note – discusses integrating RSS feeds into courseware and web pages)

Steven J. Bell. Don't Surrender Library Values. *Library Journal* 130 (9) : 79, May 15, 2005.

Available online at: <http://www.libraryjournal.com/article/CA601026.html>

Bell, Steven J. and John Shank. 2004. The Blended Librarian: A Blueprint For Redefining The Teaching And Learning Role Of Academic Librarians. *College & Research Libraries News* 65(7) : 372-375.

Steven J. Bell. The Infodiet: How Libraries Can Offer an Appetizing Alternative To Google. *The Chronicle of Higher Education: The Chronicle Review* 50 (24):B15, February 20, 2004.

Steven J. Bell. The New Information Marketplace Competitors: Issues And Strategies For Academic Libraries. *Portal: Libraries and the Academy* 2(2):277-304, 2002

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<http://www.fastcompany.com/magazine/95/design-strategy.html>

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Hoare, Stephen. Big brands turning to big brother (article about ethnographic research for product design). *Telegraph* March 29, 2007.
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Kelley, Tom and Jonathan Littman. 2001. The art of innovation: Lessons in creativity from IDEO, America's leading design firm. New York: Currency Books.

Kotler, Philip and G. Alexander Rath. 1984. Design: a powerful but neglected strategic tool. *Journal of Business Strategy* 5 (fall): 16-21.

Maeda, John. *The Laws of Simplicity*. Cambridge, MA: MIT Press, 2006.

Martin, Roger. 2006. Tough love: business wants to love design but it's often an awkward romance. *Fast Company* 109 (October): 54-58

Merritt, Jennifer and Louis Lavelle. 2005. Tomorrow's b-school? It might be a d-school. *BusinessWeek* 3945 (August): 80-81.

Don Norman. The Truth About Google's So Called Simplicity. JND.org (blog). 2006
http://www.jnd.org/dn.mss/the_truth_about.html

Norman, Don. How to talk to people: a message from tomorrow for the machine of today. *Ambidextrous* 28-31 Spring 2007.

http://www.ambidextrousmag.org/issues/06/pdf/i6p28_31.pdf

Pethokoukis, James M. The Deans of design: from the computer mouse to the newest Swiffer, IDEO is the firm behind the scenes. *U.S. News & World Report* October 2006

Andreas Pfeiffer. Why Features Don't Matter Anymore. *E-Week.com*. January 23, 2006.

<http://www.eweek.com/article2/0%2C1895%2C1914493%2C00.asp>

Potter, Norman. 2002. What is a designer: things, places, messages . London: HyphenPress.

Reingold, Jennifer. 2003. Still angry after all these years. *Fast Company* 75 (October):

89. <http://www.fastcompany.com/magazine/75/angry.html>]

Web Sites and Blogs of Interest

Seth Godin's "This is Broken" presentation

<http://video.google.com/videoplay?docid=-4101280286098310645&q=seth+godin&hl=en>

Tim Brown's "Innovation through Design Thing" presentation

<http://mitworld.mit.edu/video/357/>

"To Improve What You Do – Study People" – ACRLLog post on May 15, 2006

<http://acrblog.org/2006/05/15/to-improve-what-you-do-study-people/>

ACRLLog

<http://www.acrblog.org>

The Blended Librarians Web Site

(has information on the Blended Librarians Online Learning Community)

<http://blendedlibrarian.org>

Designing Better Libraries

<http://dbl.lishost.org>

IDesign: Seven Ways of Design Thinking

<http://www.idesignthinking.com>

IDEO Company Website

<http://www.ideo.com>

Good Experience

<http://www.goodexperience.com>

Kept-Up Academic Library

<http://keptup.typepad.com>

Steven Bell's Keeping Up Web Site

<http://staff.philau.edu/bells/keepup>

Creating Passionate Users

<http://headrush.typepad.com/>



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Speaker Biographies

Dr. Nancy Fried Foster



Dr. Nancy Fried Foster is Lead Anthropologist for River Campus Libraries and manager of the Digital Initiatives Unit. She is a principal investigator on both an IMLS funded study of next-generation repository users and the eXtensible Catalog project, which is funded by the Mellon Foundation. She has conducted major studies on research and library practices of faculty and students, as well as several smaller studies of librarian work practices. With a Ph.D. in applied anthropology, Dr. Foster has extensive research experience in the Amazon and Papua New Guinea as well as in educational and other institutions in the US and UK. She has received Fulbright, Woodrow Wilson, and Spencer Foundation grants for her anthropological research projects.

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David Lindahl



David Lindahl is Director of Digital Library Initiatives for the River Campus Libraries. He has extensive experience in library-related digital research and design projects, and is responsible for advanced development of all aspects of library systems including the library catalog and the institutional repository at the University of Rochester. At Xerox PARC, where he was previously employed, Mr. Lindahl received a user interface patent for the design of an image search and retrieval tool that integrated with an ILS. In addition, he has been a principal investigator on two IMLS National Leadership

Grants and the eXtensible Catalog project, funded by the Mellon Foundation.

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Studying Students: Identification of Student Work Practices and Applications to Technology Design

In this 25-minute presentation, David Lindahl and Nancy Fried Foster will talk about the participatory design process followed by the Digital Initiatives Unit at the University of Rochester's River Campus Libraries. Beginning with an overview of the process, they will describe ethnographic methods for learning about students' work practices, showing video from a recent study. They will also present analytical methods and co-design activities. The presentation will end with a review of two applications of these methods in current design projects. The presentation will be followed by a question-and-answer session hosted by Steven Bell.

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Susan McGlamery

Susan McGlamery is the Project Director for 24/7 Reference and the Global Product Manager of Cooperative Services for OCLC. Past prior experience as the Coordinator of Reference Services for the Metropolitan Cooperative Library System (MCLS) in Los Angeles led her to create the 24/7 Reference project.

Susan received her MLS from St. John's University in 1987 and her JD from the Emory University School of Law in 1984. Susan taught at the UCLA graduate school of Library and Information Science (now the Department of Information Science) from 1994 to 2000. She was also an instructor with the InfoPeople project, a statewide Internet instruction course for librarians, funded by the California State Library.

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The Reference Conversation: Challenges and Opportunities in a Cooperative Setting

Virtual reference provides one of the best opportunities for librarians to provide high touch services through technology, reaching users at their point of need. A collaborative approach provides additional benefits to users, with accompanying challenges. Susan McGlamery will discuss the 24/7 Reference Cooperative, a group of over 1200 libraries across the U.S. that partner to provide 24/7 reference to each member's community.

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Ralph Vacca

Ralph Vacca is co-founder of an award-winning company called Kognito. Co-founded together with the Chair of the Psychology Department at Baruch College, Dr. Glenn Albright, Kognito's mission is to utilize interactive technologies and methodologies behind games and simulations to build learning experiences that produce long-lasting changes in learner behavior and knowledge. As Kognito's Director of Learning Technology, Ralph works to ensure the proper balance between technology, the user experience and content. Ralph graduated from Baruch College of the City University of New York with a degree in Management and is currently on leave from an Educational Psychology doctoral program. Ralph has taught university-level psychology and computer programming courses, and holds several prominent scholarly awards. Ralph

was recently featured in a Village Voice article that discussed the entrepreneurial beginnings of Kognito and some of the gaming technology being used to facilitate learning.

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Much of what has become mainstream learning technology funneled down from entertainment/marketing technology (websites, games, video, etc.). To be at the forefront of discussing the future of technology and learning we must take the time to survey the current status of emerging technology and its potential for pedagogical applications. This talk will briefly explore the three kinds of learning technologies emerging for new ways of learning via computers as a result of increasing demand from a new generation of learners. The three technologies that will be analyzed, along with examples, are multi-player environments, games and simulations, and interactive courses. The technologies will be analyzed in regards to instructional design, generational issues, and development issues.

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Kornelia Tancheva

Kornelia Tancheva is the Director of Collections, Reference, Instruction, and Outreach Department at Cornell University Library. She holds a Ph.D. from Cornell in American Drama and Theatre, and an MLS from the Institute of Information Science at Syracuse University. Her research interests focus on user research and social navigation, as well as literature, drama, and theatre. She has taught courses in linguistics, literature, drama, ESL, and HCI.

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Social Navigation, Recommender Systems and Libraries

The presentation explores the notion of social navigation and its applicability to the library environment. It argues that applying the principles of social network analysis and social navigation in design will enrich the library systems we create. It examines the feasibility of user-contributed data to the library catalog and describes a pilot project at Cornell to create a recommender system based on historical and current circulation statistics.

The presentation argues that that librarian-created classification systems need to be aligned with users' folksonomies that may offer a better representation of knowledge and hence facilitate resource discovery. It aims at a discussion of whether recommender systems and social tagging are compatible with the way libraries structure human knowledge and raise the possibility of bringing collections and users closer by allowing the users to contribute not only to the collection content but to the discoverability of the collection.

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Breakout Abstracts

MORNING:

"Circulation is Abstract": Assessing Information Literacy through Web Usability

Remi Castonguay
Fiorello H. LaGuardia Community College



Remi Castonguay is originally from Montreal, Quebec, Canada. He has worked in New York City for several years, most recently at Columbia University Teachers College, and previously at the Frick Art Reference Library. Mr. Castonguay serves as Instructional Technology Librarian at LaGuardia Community College (CUNY). His role involves the development of instructional resources and enhanced pedagogical materials that integrate into library instruction programs.

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Abstract: The methods of web usability testing can bring some useful insights into the efficiency of library instruction. Within the framework of library instruction, the presentation will examine results of a web usability study conducted at LaGuardia Community College.

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Slava Gurgov



Vycheslav (Slava) Gurgov is Programmer and Web Developer in the Office of Academic Information Technologies (AIT) and Library Systems at Brooklyn College. He has a bachelor of science in Computer and Information Science and is currently pursuing a master's of Computer and Information Science, both from Brooklyn College. In his current position he is responsible for programming, development and implementation of library and AIT projects.

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Mariana Regalado



Mariana Regalado is Information Literacy Specialist at the Brooklyn College Library. She has a master's in Anthropology from New York University and an MLS from St. John's University. Among her duties, she currently serves as the Information Services liaison to the library web team and Academic Information Technologies (AIT) programming group.

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Maura Smale



Maura Smale is an MLS candidate at Pratt Institute, and has a PhD in Anthropology from New York University. Among her projects as an intern at Brooklyn College Library, she converts and updates web-based resources using the Subject Resource Management System.

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Subject Resource Management System or SRMS

Mariana Regalado, Slava Gurgov, and Maura Smale
Brooklyn College

Abstract: Managing and updating collections of web-based resources is a challenge

shared by many academic libraries, and as a result library resource web page management has been an uneven endeavor at best and an onerous and therefore neglected one at worst. The faculty and IT staff at the Brooklyn College Library and Academic Information Technologies (AIT) envisioned a database-driven solution to simplify subject web page updating and automate maintenance of online resources. The result is the Subject Resource Management System (SRMS), a database-driven web-based application that allows real-time updating of library resource pages. By streamlining webpage maintenance, the SRMS allows library faculty to concentrate on web collection development and reference. In this presentation we will demonstrate the SRMS, explain the technology behind this highly successful application, and discuss how other libraries can benefit from it.

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Sara Marcus
Queens College Graduate School of Library and Information Sciences

Sara Marcus is currently an adjunct assistant professor at Queens College's Graduate School of Library and Information Sciences, among her other adjunct positions. She earned her Ph.D. in E-Learning Administration from Touro University International, where she gained an interest in the technologies used in teaching post-secondary education and the communication issues associated with these issues.

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Serving the Reference Needs of Non-textbook Students

Abstract: Students with physical challenges (for example, hearing or visual), learning challenges, or other types of challenges need to have equal access to library services, materials and resources. The presentation will address these issues. Participants are encouraged to bring their own questions and scenarios to share. Instances of technologies will include instant messenger, VoIP, screen sharing, Blackboard, synchronous and asynchronous methods, audio, visual, and textual methods, and more.

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AFTERNOON:

Absence Brings Us Closer: The Hidden Benefits of Virtual Reference Services

Rebecca Oling
Purchase College/SUNY



Rebecca Albrecht Oling is the Coordinator of Instruction and the Literature librarian at Purchase College where she has been since 2000. She received her MLS from Kent State University in 1997 and has a Masters in Literature from Kansas State University.

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Abstract: We conceive of Virtual Reference (VR) as a space where we can easily redirect students and answer questions. Often, as librarians, we bemoan what we lose without the face-to-face interaction, the staffing challenges and the learning curve of some VR systems. But, the very fact that digital environment leaves students caught without pleading expressions and tones may encourage students to refocus their ideas, hone their writing skills and actually benefits us in many unforeseen ways. The staffing challenges aren't necessarily as onerous as we may think and the "curve" quickly turns towards our benefit. With this presentation, we will review some of the "hidden" benefits of Virtual Reference and address the use of it as an extension of teaching.

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Valeda Dent



Valeda F. Dent is currently Associate Professor and head of the reference department at Hunter College Library. She previously served as project director for the Joint Information Systems Committee (JISC) digital library project in London, United Kingdom, and director for the residence hall library program at the University of Michigan. She holds a B.A. from Hunter College, an M.S.W from the University of Michigan School of Social Work and an M.I.S. from the University of Michigan School of Information. Recently accepted into Long Island University's Palmer School of Information doctoral program, Valeda's research interests include agent technology, rural libraries and literacy. She is the author of several articles, and has been published in journals such as *New Library World*, *Libri*, *Library Hi Tech*, *Research Strategies*, *Reference Services Review*, and *Reference and User Services Quarterly*. Her editorial work includes service as co-editor of *News from CUNY Libraries*, reviewer for the scholarly journal, *College and Undergraduate Libraries*, and content manager/developer for a number of web-based projects. Valeda is involved in a number of special projects at Hunter, including her role as co-designer of Hunter College Library's information literacy tutorial, "VOILA!", which is taken by all students registered in the college's orientation seminars.

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Intelligent Agent Concepts in the Modern Library

Valeda Dent
Hunter College

Abstract: Intelligent agents - software components designed to perform complex tasks

for the user are used in a variety of settings, from instant messaging and Web auctions, to ATM network management and air traffic control systems. The technology has applicability within libraries, adding a level of user-oriented control and flexibility to activities such as digital collection management and virtual reference. The presentation provides background information on the use of agent technology in an information setting and reviews three library-based projects that utilize agent technology in a practical way.

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Anamika Dasgupta

Anamika Dasgupta is a reference librarian at CUNY's York College library. She received her B.S. in Mathematical Science from McMaster University and B.A. in Information and Computing Science from University of Guelph, Canada. She earned her M.L.S. from Florida State University, specializing in Information Seeking Behavior of Children in Relation to Digital Resources. Currently, she is enrolled in a Ph.D. program at Palmer School of Library and Information Science, Long Island University. Her primary areas of research interest are evolution of children's information seeking behavior, gender and technology, and existence of a library in the virtual space.

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Steven Ovadia

Steven Ovadia is the Web Services Librarian at LaGuardia Community College. His work has been published in *Serials Librarian*, *Reference Librarian*, and *Journal of Library & Information Services in Distance Learning*. He's also co-chair of the LACUNY Emerging Technologies Committee. Details on his work are here: faculty.lagcc.cuny.edu/sovadia/.

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Who Moved My Desk? The Future Reference Platforms

Anamika Dasgupta, York College and Steven Ovadia, Fiorello H. LaGuardia Community College

Abstract: New communication platforms such as Wikis, Bots, MySpace, Webex, Podcasts, Text-to-speech programs and community-based reference sites offer a means to share information in different formats, supporting specific learning styles, and instruction environments. The effectiveness of these communication platforms in providing reference services depends on many factors: the nature of information being shared, the attitudes of the information seeker and sharer, and the environment and context in which the information is being shared. This presentation will include an introduction and overview of these communication platforms.

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Intelligent Agent Concepts in the Modern Library

LACUNY Institute May 18, 2007 – Valeda F. Dent

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WEBSITES

<http://www.agentlink.org/>

<http://www.fipa.org/>

<http://www.i3net.org/>

SOFTWARE

<http://jade.tilab.com/>

<http://www.agentbuilder.com/>

PROGRAMS IN THIS PRESENTATION

DAFFODIL - <http://www.daffodil.de/>

MALIBU - <http://www.ukoln.ac.uk/services/elib/projects/malibu/>

U of M DLP - <http://www.si.umich.edu/UMDL/>

LACUNY Institute 2007

Who Moved My Reference Desk? Future Reference Platforms

by

Anamika Dasgupta Reference Librarian York College	Steven Ovadia Web Services Librarian LaGuardia Community College
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1. MySpace/Facebook

<http://www.myspace.com> <http://www.facebook.com>

MySpace and Facebook are social networking services that allow members to create unique personal/organizational profiles online in order to find and communicate with people.

2. Bots

<http://www.mycybertwin.com>

Set up your own bot.

http://discovermagazine.com/2007/brain/i-chat-therefore-i-am/article_print

When bots collide.

3. Podcasting

Podcasting is a simple means of distributing audio/ visual content over the Internet using RSS (Real Simple Syndication). It is different from audio/ video streaming.

4. Community Based Forum

<http://ask.metafilter.com>

Members of the MetaFilter community posts questions and answers.

<http://answers.yahoo.com>

Anyone with a Yahoo ID posts questions and answers.

<http://www.askville.com>

Amazon.com's question and answer forum.

5. WebEx/ GoToMeeting

<http://www.webex.com> <http://www.gotomeeting.com>

WebEx and GoToMeeting web conferencing, video conferencing, audio conferencing, and “online meeting” services.

6. Wikis

http://memory-alpha.org/en/wiki/Main_Page

A wiki dedicated to *Star Trek*.

<http://c2.com/cgi/wiki>

Portland Pattern repository; considered the first wiki, deals with patterns in programming.

http://muppet.wikia.com/wiki/Main_Page

A wiki dedicated to the Muppets.

REGISTRATION FORM

LACUNY Institute 2007
Technology with a Face: High Tech Meets High Touch
<http://lacuny.cuny.edu/institute/2007>

Friday, May 18, 2007
 Baruch College, William and Anita Newman Conference Center, 7th Floor
 151 East 25th Street, New York, NY 10010

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Early Bird Registration (March 15-April 15)	LACUNY member <input type="checkbox"/> \$40 Students <input type="checkbox"/> \$30	Non-member <input type="checkbox"/> \$45
Registration (April 16-May 17)	LACUNY member <input type="checkbox"/> \$50 Students <input type="checkbox"/> \$30	Non-member <input type="checkbox"/> \$55
Onsite Registration	\$60 (if space is available, check/cash only)	

Registration fee includes continental breakfast, lunch and reception.

I would like a vegetarian meal.

Please Indicate Your Preferences for the Morning and Afternoon Breakout Sessions*

Breakout Session #1 Morning	1 st Choice	2 nd Choice	3 rd Choice
A. Circulation is Abstract: Assessing Information Literacy through Web Usability			
B. Subject Resource Management System (SRMS)			
C. Serving the Reference Needs of Non-Textbook Students			
Breakout Session #2 Afternoon			
A. Absence Makes the Mind Grow Sharper			
B. Intelligent Agent Concepts in the Modern Library			
C. Who Moved My Desk? The Future Reference Platforms			

*See the Program for abstracts.