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Academic Librarianship: Changing Roles in the Digital Age

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Academic Librarianship: Changing Roles in the Digital Age

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ACRL Standards:

- Determine the extent of information needed
- Access the needed information effectively and efficiently
- Evaluate information and its sources critically
More Standards

- Incorporate selected information into one’s knowledge base
- Use information effectively to accomplish a specific purpose
- Understand the economic, legal, and social issues surrounding the use of information, and access and use information ethically and legally
# Changes in Responsibilities

<table>
<thead>
<tr>
<th></th>
<th>Traditional</th>
<th>New/current</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location:</strong></td>
<td>reference desk</td>
<td>virtually anywhere in the world as long as users have access to the Internet</td>
</tr>
<tr>
<td><strong>Interaction:</strong></td>
<td>one-on-one, face-to-face, or over the phone</td>
<td>via electronic medium: email, digital reference services over the Internet</td>
</tr>
<tr>
<td><strong>Timeframe:</strong></td>
<td>when libraries are open</td>
<td>24x7 with global collaboration</td>
</tr>
<tr>
<td><strong>Attitude:</strong></td>
<td><strong>passive as a facilitator</strong></td>
<td><strong>proactive as a teacher, a partner with the academic teaching faculty</strong></td>
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<tr>
<td><strong>Media:</strong></td>
<td><strong>print materials, stand-alone CD-ROM stations, commercial database, such as Dialog</strong></td>
<td><strong>Interactive World Wide Web stations and print materials</strong></td>
</tr>
</tbody>
</table>
Electronic Reference Services

• Active Campuses:
  ▪ Cornell, MIT, and Syracuse, UC Irvine

• Software Applications:
Log-on Screen for Virtual Reference Desk

This is a demo site for LSST's new Virtual Reference Desk.

Select a topic from the menu to the right. You can navigate any of the preselected sites you find there or click the Need Help icon below for live, real-time assistance from a senior reference librarian.
A Librarian’s Interactive Screen

Record for DeeDee

Category: LSSI Training A

Profile

- Full Name: DeeDee
- Email: dwu@email.sjsu.edu
- Phone Number: 924-2799
- Question: Just curious to test out how this service works?

Previous Session

- Full Name: diana wu
- End Time: 2001-05-03 14:01:15
- Call Resolution Code: WCS-GONE
- Rep ID: shaman
- Get Full Transcript
- Get All Previous Sessions

Tracking History

There is no tracking history for this customer.

Attendees

- DeeDee: 1 min
- Diana-SJSU: 1 min

Diana-SJSU: It's an interactive real online reference service provided by experienced librarians free of charge.

- Newest -

Diana-SJSU: DeeDee, welcome to your QandAcafe reference session. I'm looking at your question right now.

Suggestions: 

Send
A Patron’s Screen

These training sessions are for LSSI customers, if you want a demo of the Virtual Reference Desk click on Home, then click on Talk to a Librarian.

Virtual Reference

Your representative will be with you shortly. Please wait for a greeting.

Diana-SJSU: Most of the time if the question is straightforward and doesn’t require in-depth searches.

Rooster H.: Can I expect an instant answer?

Diana-SJSU: It’s an interactive real time online reference service free of charge.

Diana-SJSU: Rooster H., welcome to your QandA cafe reference session. I’m looking at your question right now; it will just be a moment.

[Diana-SJSU - A representative is coming online...please wait.]

Respond and click the "Send" button

Send End Call

6/4/2001 Y.D.Wu & M. Liu, SJSU
Classes Start May 9, July 30

Classes Meet in Three Twelve-Week Sessions

San José State University has started the Summer Term 2001. If you are interested in summer courses at regular fees, you can now get a free schedule of classes from: http://info.sjsu.edu/schedules.htm.

If you do not already attend SJSU, please let me know.

Diana-SJSU: I just sent you the SJSU summer session web page, how do you think?

Diana-SJSU: [Item sent - SummerSession]

Diana-SJSU: Take a look at the San José State University summer session via Continuing Education. I will send you the web page.

Rooster II: I need some information about summer schools in Silicon Valley area.

Diana-SJSU: Most of the time if the question is straightforward and doesn’t require in-depth searches.

Rooster II: Can I expect an instant answer?

Diana-SJSU: We’re an interesting real-time online. Respond and click the “Send” button.
More Interactive Screen

A WWW page

Session Status

Exchanging message
Q&A Café Home Page

A live, online reference service of the Bay Area libraries. Discover how easy getting the right answer can be.

Designed to provide fast answers to short questions, the QandAcafe combines the speed and convenience of the Internet with the information smarts of a librarian.

Hours: Monday-Friday, 3-9 p.m.
Challenges:

- Technology Impacts
- Staffing and Staff Training
- Privacy
- Intellectual Property
- Quality Control and Assessment
- Policies
Participation & Survival

• Theme of LITA 2000 National Forum - High Tech/High Touch: the Human Aspects of Technology (Librarians)

• Collaboration with the Campus Community - Teaching and Research Faculty