

# INTO THE WORLD OF THE CYBERIAN: FOR LIBRARIANS TOO!

## A Breakout Discussion Session

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**ABSTRACT:** A discussion session on how the electronic world is changing what we do and how we do it. The discussion included the impact on library services of going digital, from the patron and staff point of view. Topics included: how will we cope with changes in policies and procedures from the small research library to the comprehensive university library? How will we teach our patrons to be comfortable with this new world?

**Keywords:** librarians, libraries, organizational change, electronic information resources, Internet literacy

### Introduction

The advent of widely-accessible electronic content over the Internet has had a profound effect on library users, librarians, and the organization and provision of library services. To focus the discussion, the following sets of issues and questions were presented, addressing potential impacts and strategies across the traditional organizational units of a comprehensive library. Since most of these same services and functions must also be carried out in small research libraries, often by a single librarian, the questions apply in that setting as well, although the responses to them often take a different form.

### The Changing Face of Acquisitions

- Contract negotiation
- Multiple formats
- Technical aspects of access
- What does it mean to “check-in” an issue of an electronic journal?

### **Electronic "Collection" Development**

- Bibliographers also become Webliographers
- Access vs. ownership
- Should subject expertise be devoted to a more integrated approach rather than focused on selection and reference?

### **How do you Circulate a Web Site?**

- Virtual "collections" imply different staffing patterns
- Involve circulation staff in integrated access for users?
- Course reserves have changed dramatically
- Lending and service policies for distant learners, not all from your institution

### **Technical Services – Or Not?**

- Bibliographic control extends to Web and Internet
- Managing full-text journal source lists from vendors
- Tradeoffs of integration of electronic journal records into OPAC
- Bringing Technical Services expertise to reference and the users
- Cataloging as a collection development exercise - access equates to ownership

### **What's a Systems Office?**

- Online catalog and integrated library system no longer sole focus, especially not from users' perspective
- Range of server knowledge and software expertise has broadened, may not always reside in the "Systems" office

### **Instruction Challenges**

- Instruction draws on expertise across organization
- Users want and need help where they are, not always where we are
- Critical thinking and evaluation of info resources more important than ever
- Distinguish editorially controlled content with Web access from the open Internet

### **Where's the Reference Desk?**

- How do we translate the reference process to networked services?
- Increased training component
- Expertise with Web search engines now a required skill
- Partner with subject specialists on pathfinders and critical guides to resources

### **Extra-Special Collections?**

- Digitization and access technologies more akin to Systems than rare books
- Apply archival expertise to electronic source materials?

### **Interlibrary Loan and Document Delivery**

- Is your library licensed to supply copies of electronic articles to other libraries?
- How does copyright apply in cooperation of international scope?
- How do users verify local “ownership” of network-accessible journals before submitting requests?

### **Distributed Organization/ Shared Skills**

- Physical location less important for some tasks
- Shared responsibilities result in work taking place many different times and locations, rather than in a specific unit
- Web design and production often collaborative
- Content selection merges with technical aspects

### **Partnerships and collaboration**

- Cooperative cataloging
- Consortial licensing
- Collaborative reference
- Resource sharing and linked systems - is it interlibrary loan or circulation?

### **Discussion**

- What's happening in your library?
- What works and what doesn't?
- How do you manage change?
- What's different between large libraries and small or solo libraries?

