Bringing Information Literacy into the Social Sphere: A Case Study Using Social Software to Teach Information Literacy at Wake Forest University

Erik Mitchell, Wake Forest University
Susan Sharpless Smith, Wake Forest University
Caroline Numbers, Wake Forest University

Libraries are becoming increasingly involved in supporting the classroom through the use of research methods and information literacy instruction as well as the support of technology in the classroom environment. While this often includes collaboration with external faculty members, school teachers, or educational organizations, libraries are also taking the opportunity to experiment with new technologies and instructional approaches in local educational environments. This presentation reviews some of the approaches undertaken in a 1 hour credit bearing Information Literacy curriculum at Wake Forest University. Specifically, the presentation focuses on a recent course which used Facebook and other social software to create an embedded learning environment. The presentation will include a review of the framework of the course, a discussion of benefits and issues related to using social software in academic environments, and a presentation of the student survey that was connected to the course.

Building a Web-based Laboratory for Library Users

Jason Battles, University of Alabama Libraries
Jody Combs, Vanderbilt University

Web-based services and applications play an increasingly important role in libraries. Developing new OPAC interfaces and search tools or adding web 2.0 functionality and features to library web sites can consume valuable staff time. While making these significant resource investments, we rarely involve users in the development process. How do we know the user will find any of these services or tools useful prior to adding them to the library's production environment? With this in mind, we developed a web framework for showcasing projects in development and providing an easy way for users to submit feedback on those projects. Coupled with a simple search mechanism for project leaders, librarians at Vanderbilt University and at The University of Alabama are able to use this framework to shape the development of web services and applications. By creating a simple PHP/MySQL framework with some script.aculo.us JavaScript effects, Vanderbilt's Test Pilot and Alabama's Web Laboratory enable users to see what we are developing, try it out, and tell us if we are on the right track.

Building your own collaborative Web applications with Drupal, an Open Source Content Management Software

Weiling Liu, University of Louisville

Looking for a news and events management system that will fill your static page with contents dynamically, make them RSS enabled and at the same time make your news content management easier? Looking for an online form system that will collect proposals and allow your group to evaluate submissions collaboratively online? You can build such systems with Drupal, an Open Source Content Management Software (CMS)! Yes, you don't have to be a programmer and you don't need to have a big budget. This session will demonstrate how such applications can be built with Drupal by showing two systems as examples. One is a news management system in which news items can be accessed in many ways. News items are managed at one central location by groups of people, but can be dynamically embedded in static pages in different layouts with RSS feeds on different Web sites. The other is an online form system in which users can submit proposals after registering online once. Notifications are automatically emailed to designated people when new submissions are received. Proposals can be processed by

groups of people. All the processing tasks such as evaluating, decision making, and scheduling can be done in the system collaboratively. Later, the online form system can also be turned into an interactive conference site with proceedings.

The Chronopolis: Digital Preservation Archive Development and Demonstration Program

Robert H. McDonald, San Diego Supercomputer Center
Ardys Kozbial, University of California, San Diego Libraries

In January 2008, the Library of Congress funded the San Diego Supercomputer Center (SDSC), the UC San Diego Libraries, the National Center for Atmospheric Research (NCAR), and the University of Maryland's Institute for Advanced Computer Studies (UMIACS) to conduct a demonstration and development of their Chronopolis digital preservation environment. The Chronopolis framework is a datagrid based system that utilizes multiple (3) geographically dispersed copies of preserved digital content in order to ensure long-lived durability and availability of archived digital content. The Chronopolis Digital Preservation Archives Development and Demonstration Program will be conducted over 14 months (Jan 2008 – March 2009) using 50 TB of partner content from the California Digital Library and the Interuniversity Consortium for Political and Social Science Research. The content will include web crawl archives and social science archival material that has been curated under the aegis of the Library of Congress's National Digital Information Infrastructure and Preservation Program (NDIIPP). This update will include information on the status of the project including preliminary information on best practices for content packaging and transfer as related to these two NDIIPP digital collections.

Civil Rights Digital Library

P. Toby Graham, Director, Digital Library of Georgia

The Civil Rights Digital Library initiative is the most ambitious and comprehensive effort to date to deliver educational content on the Civil Rights Movement via the Web. The CRDL promotes an enhanced understanding of the Movement trough its three principal components: 1) a digital video archive delivering 30 hours of historical news film allowing learners to be nearly eyewitnesses to key events of the Civil Rights Movement, 2) a civil rights portal providing a seamless virtual library on the Movement by aggregating metadata from 76 libraries and allied organizations from across the nation, and 3) curricular support materials to facilitate the use of the video content in the learning process. The CRDL cross-disciplinary approach engages digital library and information technology professionals, archivists, humanities scholars and graduate students, academic publishers, and public broadcasters. The session will explore the technology and innovative partnerships required to achieve CRDL's objectives. Participants built CRDL using a new open-source Javabased digital library/repository system called Voci. Other key topics include CRDL's metadata aggregation and enhancement process, as well as its multi-format approach for streaming moving images to a broad audience of users. The Civil Rights Digital Library receives support from a National Leadership Grant for Libraries awarded to the University of Georgia by the Institute of Museum and Library Services. In advance of the spring 2008 launch, see the project planning site for more information: http://www.usg.edu/galileo/about/planning/projects/crdl

Community First: using technology to connect people and library service through the decades

Chrystie Hill, WebJunction

The "Community First" multi-media series captures and highlights historically important stories of individuals, libraries and librarianship as they have connected technology, community, and library service through the decades. The series has three goals: to share stories unique to the library field; to learn from these stories and connect this with what's happening in library service now; and to deconstruct the myths that participatory library services are entirely new or compromised by lack of skill and expertise. Initial conversations verify that the work of self-styled "2.0" librarians is built on the successes (and failures) of the library professionals who came before them. This session will describe how lessons learned from inter-generational dialog can improve our own library services and our opportunities for professional development and lifelong learning. Descriptions of interviewees and excerpts from their interviews will be showcased; we'll also discuss the methods and technologies we used to produce the series, and how/where they'll be made available for future research. Finally, we'll invite the audience to continue discussion on how technology influences trends and concepts in library service, and how we can keep our connections to the past for a more viable future.

Course Management Systems: Integrating Library Content

Elizabeth Black, Ohio State University Libraries
Jason Casden, North Carolina State University Libraries
Kim Duckett, North Carolina State University Libraries
Don Kim, Murray State University

"A suite of tools that improve the delivery of library services and content …"
"One-stop gateway of research, assignments and papers…"
"The undergraduate student's approach is typically … course driven…"

As course management systems (CMS) have become a central feature of many academic teaching and learning environments, university libraries have developed programs to make library content available within these systems. Beyond the obvious convenience to students and faculty, CMS integration enables academic libraries to provide timely customized access to selected information resources directly to library users actively involved in instructional tasks. How can CMS integration realize the goal of customized information delivery? How are librarian's roles and assumptions evolving as we enable these systems? What is the role of collaboration as we build these systems with university partners outside the library? Join us as four of your colleagues' present CMS Integration projects and answer your questions regarding design, development and implementation of these systems.

Crowdsourcing Digitization: Harnessing Workflows to Increase Output

Gretchen Gueguen, University of Maryland
Ann Hanlon, University of Maryland

Are the highly selective models of digital content creation satisfying user demands for increasing access to our vast collection holdings? In this era of decreasing library budgets and increasing responsibilities, is such a level of staffing possible at any but the well-funded libraries? As a recent article in the New York Times estimated, it would take 1,800 years for the National Archives to digitize its text holdings at the current rate of digitization1. Since November 2005, the University of Maryland libraries has engaged in another model for digitization: a workflow model that harnesses the digitization already being done by archivists and other staff for requests by patrons. By "crowdsourcing" selection decisions in this way the libraries have built a collection of over 5,000 objects

from the holdings of the University Archives and Historical Manuscripts. This model is based on two main principles:

- Selection: As one part of a programmatic approach to digitization, selections are based on user request and added to the publicly accessible digital repository
- Image capture: Digitization itself proceeds on the premise that creating useful surrogates is more important than digital reformatting. The path to a successful workflow is fraught with perils, though.

The presenters will discuss the issues that have proven most effective and most difficult in the large-scale digitization workflow in place at UM. They will highlight the technical requirements chosen for images, metadata, and quality control and speak about how they were, or in some cases were not, able to achieve them. In bringing to light these issues we hope to continue an ongoing conversation (most recently articulated at OCLC's "Digitization Matters" forum) about the purpose of digital collections and standards of digital surrogate creation, especially in the age of mass digitization projects. We hope to explore need to harness all of the library's expertise and resources where they can best be deployed.

Designing for participation: Building capacity in the library profession through participatory networking

Chrystie Hill, WebJunction

With the changing role of libraries and increased expectations for staff fluency with online tools this panel will share their experiences with the development and implementation of new platforms for building online communities to sustain the work of libraries and librarians. WebJunction, along with partners and members, has engaged in a year-long development process to increase the functionality and flexibility of the site, replacing and adding software for increased ease in user contribution and participation. This panel will present lessons learned in the iterative development cycle as well as share best practices in engaging users as participants in online content, tools and programming. WebJunction, and its newly developed platform, will be shared as a proof of concept for tools that can build efficiencies in our work in libraries, and as a sandbox for library staff to glean from others and test 2.0 technologies with their peers before implementing on their own websites.

Distributed Digital Preservation Networks: Three Working Examples

Rachel Howard, University of Louisville
Robert H. McDonald, San Diego Supercomputer Center
Richard Pearce-Moses, Arizona State Library and Archives
Aaron Trehub, Auburn University

The past decade has seen the creation of large digital collections at libraries, museums, and archives, often involving considerable staff time and effort. Attention is now shifting from creation to curation: that is, to methods of preserving these digital assets for posterity. Multi-institutional, geographically distributed digital preservation networks have emerged as a promising solution to this problem. This presentation will focus on three initiatives that use the LOCKSS open-source archiving software to preserve locally created digital content: the Library of Congress-supported NDIIPP MetaArchive Project and Educopia Institute; the IMLS-funded Alabama Digital Preservation Network; and a multi-state initiative based at the Arizona State Library in Phoenix.

Don't Make Me Choose! (or, Just Get What I Need!): Making It Simple to Borrow

Jean Rainwater, Brown University Library
Bonnie Buzzell, Brown University Library

Libraries face a daunting challenge in trying to make the resources and services they offer simple for users to discover and navigate. The Brown University Library participates in three consortial borrowing systems which have vastly increased the volume of material available to our users. Complexity and confusion are unwanted by-products of this increased wealth; different proprietary systems with different interfaces, authentication methods, renewal policies, and the necessity to re-key searches in each system. Not only is this arrangement inconvenient for users, it also results in a significant percentage of requests going to the service that provides the item most slowly, and that is most costly for the Library. Our solution, currently called easyBorrow, is a locally developed system which was launched in beta version in June, 2007. The system uses WorldCat as the starting point for locating a desired item. When a user clicks "Request this item", the system first performs a lookup in our OPAC, checking location and availability. If a circulating copy is available, the user is redirected to the OPAC record. If no copy is available, the user is directed to an authentication screen and places his or her request. The easyBorrow system displays a message that the request was accepted and that an email with details will follow shortly. Behind the scenes, the easyBorrow system queries and attempts to place the user's request in the most appropriate service. If the request cannot be placed in the first system, it will try the second and third if necessary; if still not found, the request will go to our Interlibrary Loan service (ILLiad), automatically registering new users. Requests and results are recorded in a database that can be viewed by staff should a problem arise; this database gives us the ability to analyze and report on all of our borrowing activity via a single interface. Users can also access this data to track all of their requests in a single interface. Our service-oriented-architecture allows others to adapt components of the open-source code. Our implementation uses PHP, Tomcat, and Django to build a dozen web-APIs coordinated by a Python script; a Java layer manages tunneling into the various services. In the coming months we will develop partnerships with other libraries, add new functionalities, and analyze the impact of this service on users and staff. We expect that by November our LITA presentation will cover these areas as well, and that we will be able to generalize on the success of this, and similar, projects.

A Faceted Browsing Approach to Duke's Digital Collections: Using Open-Source Platforms to Enhance the User Experience

Will Sexton, Duke University Libraries
Sean Aery, Duke University Libraries

Duke University Libraries undertook, over the course of 2007, a project with two distinct but related objectives: 1) to replace its decade-old, unsupported DynaWeb server, which provided online access to archival finding aids, digitized collections, and archival finding databases; 2) to provide a public web installation in support of our re-emergent digitization program. With user-centered design at the core of our approach, we required a high degree of flexibility and customization, and the ability to tie together content from our disparate collections—some with different metadata schemas—into common displays, navigational menus, and retrieval sets. These requirements led us to develop our applications architecture around a trio of open-source platforms: the Apache Cocoon web publishing framework, the Apache SOLR enterprise search server, and the MySQL relational database. Based on existing research on usability in the context of digital libraries, we chose to abandon the long-established distinction between “advanced search,” “search,” and browse,” in favor of an integrated faceted browsing interface that seamlessly combines all three of these functions. We also honored traditional modes of organization in preserving the hierarchical classification and rich descriptions of the collections, categories and items. In our approach, we treated our system not merely as

an asset repository, but an easy-to-use, information-rich, enjoyable discovery system to be appreciated by casual users, serious researchers, and librarians alike.

Hacking Web 2.0: Protecting wikis, blogs and SQL databases
Jason Battles, University of Alabama Libraries
Dale Poulter, Vanderbilt University
Web 2.0 and social computing software presents many possibilities for libraries to reach out to users. Much of the software is simple to install and place into production. However, the default software setup for these packages can leave your shiny new web 2.0 tool vulnerable to hackers. This can lead to defaced wikis, blogs, or worse. During this session we will discuss some of the security concerns surrounding wikis, blogs and SQL databases and methods to prevent getting hacked on the system and application level. We will show how SQL injection works and discuss detection and prevention methods for various hacks. We'll also include a short bibliography of books and web sites that can help.

How We Stuffed the Six Floors of Milner Library into the Palm of Your Hand
Sean Walton, Illinois State University
Illinois State University's Milner Library is breaking new ground with iTour, a tour of the library that uses Apple's 5th generation iPod. iTour is a blend of video, audio, and user-selected choices that will launch a new age of Information Literacy delivery within higher education. If you have a digital camera, a word processor and a little HTML experience, you can create one too. When the student starts iTour, it will walk them through a full tour of Milner, letting them determine what to explore, and at their own pace. iTour is programmed to be interactive, allowing the student to determine the direction and depth of knowledge on a variety of sources and services at Milner. We chose iPods for iTour because it freed the students from sitting at a computer, watching an online video. Now the students physically move around in Milner, engaging with both the physical building, and the "iLibrarian" with a technology that is know and utilized by thousands of their peers every day. In addition, iTour can be checked out from whenever the library is open, so the tours could be utilized by students that may have other employment or family constraints.

Illogical Students: Don't Blame 'Em, Game 'Em
Marsha Spiegelman, Nassau Community College
Richard Glass, Nassau Community College
Social networking, Web 2.0 technology and gaming define the millennial student. This presentation highlights an innovative collaboration between a reference/instruction librarian and mathematics/ computer science instructor that utilized course blogs and gaming scenarios to incorporate information literacy as an integral and assessable component of math/computer science courses. Blogs afforded a unique environment where the reference/instruction librarian extended interaction with students beyond the traditional sessions and enhanced student/librarian relationships in a friendly, approachable manner. Games provided the interest and incentive students needed to improve their information literacy skills. Librarian and classroom instructor partnered on information literacy game design and adaptation, research assignments, and comments on student work as they shared their respective expertise in the virtual environment. The concepts presented are applicable to all disciplines and may be implemented easily. The presenters will showcase and demonstrate their collaboration on assignment, game design and implementation in several courses. Technical issues of software choice and configuration along with security and privacy will be discussed. Actual and anecdotal

evidence will document how students benefited from the new learning activities and how the curriculum was enhanced with assignments and discussions normally difficult to incorporate in the traditional lecture. Specific strategies on getting students to post and comment will be demonstrated. Rubrics and assessment of online work will be highlighted.

Institutional Repositories: Design and Development, Panel Discussion
Shu Liu, Colorado State University
Yongli Zhou, Colorado State University
Bradley D. Faust, Ball State University
Tabatha Becker, University of Colorado at Colorado Springs
David Hodgins, University of Colorado at Colorado
MODERATOR:
Leanne Strum, Regent University
Presenters from three schools will focus on the design and development of institutional repositories using available open source or commercial software. The presentations will include an overview of their unique experiences using Open Journal System, EPrints 3.0, and DigiTool.

Library 2.0 PDQ: Meeting the Challenges of the Rapid Growth of Distance Learning and Off-Site Courses at a University Regional Campus
John J. Burke, Gardner-Harvey Library at Miami University
Beth Tumbleson, Gardner-Harvey Library at Miami University
As the regional campus of a university broadens its focus from lower division, on-campus courses to web-based and off-campus bachelors-completion and professional degree offerings, how does its library adapt? Only a one-year deadline was available to accommodate the creation and offering of bachelors-completion degree programs and the successful construction of an off-site building in a growing suburban area. Using Library 2.0 inspired strategies and technologies, the regional campus library was able to continue to provide its ongoing services in this new environment, and also create new services and enable new opportunities for interaction within its academic community. Technologies such as instant messaging (IM) reference, podcasting, blogs, wikis, librarian participation in course management systems, and screencast tutorials were used. The library's planning process, the gathering of input from students, faculty, and staff, staff development activities, the implementation of the new tools and services, and its early assessment of the effort will be shared. While this presentation represents a case study of only a single library, the lessons the staff learned can be applied in multiple settings. It is important to note that with only a small staff, the library was able to find new approaches that multiplied its efforts and maximized its impact.

LibX – Enhancing User Access to Library Resources
Annette Bailey, University Libraries at Virginia Tech
More and more libraries are providing client-side browser plugins to their users. For instance, since its introduction in 2005, more than 240 libraries have been offering editions of the LibX (http://libx.org) browser plugin and more than 12,000 end users have downloaded and installed their library's edition of LibX. LibX is a browser plug-in with a "Swiss-army-knife" infrastructure that supports direct access to electronic and print library resources, including access to the OPAC, OpenURL resolver, off-campus proxy and databases. Yet, there has been limited study of the use of these tools and how effectively they improve the research experience for users. We will focus in this presentation on the results of our ongoing study of LibX users. We will explore how

users integrate the many features of the LibX plug-in into their “webflow.” With funding from a National Leadership Grant from IMLS, we created the LibX Edition Builder interface librarians can use to create their own customized LibX edition. The Edition Builder simplifies the creation of a LibX edition by providing a wizard-like interface that assists librarians. For example, as part of its "autodetection" features, the Edition Builder contacts the OCLC OpenURL Registry and the OCLC Institutional Registry to return information about the library's OpenURL resolver and the library's catalog. In this presentation we will share librarians’ anecdotal responses to using the LibX Edition Builder. Finally, we will provide updates on the latest technological developments for the LibX plug-in and LibX Edition Builder and present future plans.

Navigate Library Mazes through Online Interactive Map
Yongli Zhou, Colorado State University Libraries
For many academic library users, academic libraries are multi-story mazes. Additions and renovations through the years have made floor plans and collection arrangement exceedingly complicated. While many library users find it very challenging to locate library resources, they are reluctant to ask for help. How can libraries utilize new technologies to aid users in locating libraries resources within the maze?
Kansas State University Libraries launched their interactive online library “Stacks Guide” and “Library Map” in 2007. These two sites feature:

- Navigation of the entire library within one web browser window
- 3-D maps
- Easy-to-update data

This presentation will discuss the software selection and techniques used for these two projects. This presentation will be of interest to librarians and professionals interested in creating interactive library maps.

Optimizing Library Resources for Screen Readers
Nina McHale, Auraria Library in Denver
As the size and scope of library web sites have grown over the past decade, library staff creating and managing them have become more aware of the importance of designing with web standards. This concurrent session will include: a brief overview of why web accessibility matters even more in 2008; a review and comparison of the Federal Government’s Section 508 guidelines and the World Wide Web Consortium’s Web Accessibility Content Guidelines; a demonstration of JAWS software that shows how web pages that look identical to the human eye can perform very differently when read by a screen reader; and a discussion of how new technologies such as AJAX are currently problematic in terms of accessibility; and insider tips from screen reader users.

Participation and Power: Combining Community Features with Existing Metadata in NextGen Public Interfaces
Kelly M. Vickery, University of Kentucky
Dinah Sanders, Innovative Interfaces
Changes in technology and in user expectations have shifted online environments to an increased emphasis on interactivity and participation. At the same time new navigation and presentation approaches such as faceted search and tag clouds have transformed the discovery process on the Web in general. Libraries have a profound advantage over other information providers in this transformation with their rich metadata available from the MARC record and ILS data. This session will provide a look at the changes, opportunities and techniques used in bringing these new approaches to the library world.

The integration of formal taxonomy with user-generated “folksonomy” will be presented and the experiences of libraries exploring these techniques will be discussed. Real-world usage of community features - particularly tagging - at libraries will be explored in multiple aspects. Usability, search success, participation rates, staff contributions and management needs at a variety of libraries using different integrated library systems will be covered. Recommendations for academic, public, and special libraries integrating participatory features and new discovery interfaces will be provided. In addition to the direct experiences of the presenters and lessons from the library world at large, we will be drawing on the detailed user feedback & studies from the other 29 development partners for Innovative’s Encore system to present conclusions drawn from a broad set of patrons.

Podcasting for Public Librarians 101: Or, If a Children’s Librarian Can Do This, So Can You!
Susan Poulter, Nashville Public Library
Librarians are using podcasts as another way to reach their users and provide information. For those of us who are less technologically inclined, the idea of creating a podcast can be intimidating. This presentation offers a basic introduction to podcasting for those planning or hoping to use this new medium to reach library users. It will explore several questions:

- What is a podcast?
- How long have they been around?
- Why create a podcast for children?
- How long did it take to set up?
- Who is creating the podcast?
- Who is hosting it?
- What do I need to create a podcast for my library?

Portals to Learning: What librarians can learn from video game design
Nicholas Schiller, Washington State University
If they are not already, video games are becoming as ubiquitous a media as television. Librarians will be better equipped to engage students in the practice of scholarly research if we understand the culture of gaming and what it means to say that our students are gamers. What should we make of this new and rapidly evolving media? What can we learn from the best examples of game design and development? What do players learn from games? What forms does this learning take? Are there useful pedagogies librarians can borrow from game designers? This presentation will focus on the instructional character of video games and how librarians can learn from the teaching that video game designers build into their craft. The conversation will focus on the video and computer game Portal, a 2007 release from Valve Software. Gaming culture is a rich and largely untapped source of insight for librarians. This presentation will present attendees with a context for understanding the gaming culture many of our patrons share. It will analyze a particular game and show how game designers integrate teaching and learning into their craft. Finally, we will discuss how games use instruction techniques familiar to librarians and how they are innovating in ways librarians would do well to emulate. Practical instruction techniques will be identified and the group will discuss possible ways to integrate them into our teaching practices.

Putting the Library Website in Their Hands: The Advantages and Challenges of a Homegrown Content Management System

Rachel Vacek, University of Houston Libraries
The University of Houston Libraries' new website is managed by a homegrown Content Management System (CMS) that utilizes a number of modules allowing library staff to easily change page layout, edit content, add search toolbars, create news and events, import feeds, and much more. Library staff have more control over their pages and Systems staff have more free time to dedicate to other projects. Come learn why we chose to develop this system instead of using an existing open-source application, and hear about the successes and challenges since its inception

Re-swizzling the IT Enterprise for the Next Generation: Creating a Strategic and Organizational Model for Effective IT Management
Maurice York, North Carolina State University Libraries
In a profession that measures its contributions to society in terms of centuries and calculates the impact of its strategic changes in terms of decades, the systems and IT components of Library organizations have undergone an extraordinary sea change in how they conduct business and respond to what is expected of them in barely a snap of the institutional fingers. The days of running the web server under the IT guy's desk and giving it a gentle kick when it went down are a fading memory for most, but the pressure on library IT operations to produce more products and services better, faster, and cheaper has perhaps never been greater. Many library IT departments find themselves too big to follow a "put out the fires" business model and too small to adopt full-fledged corporate models like matrix development. This presentation will explore practical conceptual frameworks and corresponding business practices based on the foundational pillars of Operations, Development, Architecture, Products, and Services needed to build a flexible and sustainable model for library IT management. We will also take an overview of essential tools for implementing change and managing organizational expectations--such as service level agreements, life cycle management, iterative development, and layered infrastructure--and use implementation of these tools at the NCSU Libraries as case studies.

The State of Technology Access and Funding in U.S. Public Libraries: A National Study
Larra Clark, ALA Office for Research & Statistics
Carrie Lowe, ALA Office for Information Technology Policy
Join staff from the ALA Office for Research & Statistics and the ALA Office for Information Technology Policy for a discussion of a multi-year study assessing Internet access and the impact of funding changes on connectivity and sustainability of computer services in public libraries. Plus, get an update on OITP's study assessing barriers to library connectivity. At the end of this program, participants will understand how their library compares regionally and nationally in terms of connectivity. Participants also will develop strategies to address the barriers they face in providing true high-speed connectivity and will understand new advocacy strategies for helping key decision makers appreciate the impact of public access computing.

Universal Search Solution - NELLCO's IMLS National Leadership Grant
Tracy L. Thompson, New England Law Library Consortium (NELLCO)
In September 2007, the Institute of Museum and Library Services awarded NELLCO (New England Law Library Consortium) a National Leadership Grant to develop a new Library Search Solution that will allow librarians to select resources to be included in a central index, harvested from selected, domain specific resources. Implementing a centralized index approach, will result in much faster retrieval of results with less

overhead for content providers. The end result will be a quality experience for users and, at the same time, will allow content producers to have their resources exposed to researchers. The resources will be selected according to a library's existing collection development policies and will have passed the scrutiny of subject specialists and librarians. The discovery tool will connect library users to all of the resources available f to them whether print or electronic and many that are currently difficult for patrons to discover. This solution will help remove a barricade to users use by removing the proprietary search engine and interface required by each separate resource. It is also important to note that libraries will benefit from this new model by obtaining more accurate usage statistics, an essential outcome for controlling costs with the increasing move to digital content. The current federated search solutions have proven less than satisfactory for users and libraries are finding that many resources are not being used because the patrons are unaware of their existence. Library users today have high expectations of discoverability, especially when search engines like Google and commercial sites like Amazon and e-bay have developed to such a high degree of result speed, accuracy and ease of use. Libraries today must meet the patron where they find them. The new Library Search Solution will take libraries forward by allowing them to restore their value in the information chain. They'll be seen as a valuable aid and resource in developing domain specific solutions that build upon networked information resources, but in ways that result in far greater user satisfaction.

Use of Digital Displays in a Library Environment
Keith Morgan, North Carolina State University Libraries
Timothy Mori, North Carolina State University Libraries
The use of large screen displays in commercial environments from airports to shopping malls to sports bars continues to increase as the cost of screens declines at the same time as screen size increases. Many of these displays do not broadcast television channels but instead "narrowcast" informational content in the form of advertising, directions, schedules, and other time-sensitive information. The North Carolina State University Libraries recently renovated its former reference services area in a new "Learning Commons." A major component of the renovation was the installation of a network of plasma and LCD display screens throughout the area. These screens, which vary in size from 42" to 60", are intended to communicate library and campus sensitive information as well as providing a sense of community through a backdrop of humorous and attractive graphics intended to complement the innovative seating and computer availability. This presentation details the progress of this idea from planning and evaluation through technology selection and the challenges of content creation and administration. The network now encompasses twelve displays with two more to be installed in January 2008.

User-Centered Design for Humanities Collections within a Digital Library
Mark Phillips, University of North Texas
Kathleen Murray, University of North Texas
The Digital Projects Unit at the University of North Texas (UNT) manages a number of digital library collections, including the Portal to Texas History. The Portal is typical of digital library collections in providing unique interfaces originally designed for anticipated audiences or discrete user groups such as students and researchers. The interfaces to the Portal were largely designed by developers who (a) estimated users' information needs and preferences and (b) worked within the constraints of a digital asset management system that offered limited customization of the user interface. In 2007 the Unit implemented an open source application development environment to enable rapid

prototyping of interface designs for the Portal. Subsequently, the Unit began a two-year research project to identify the specific interface design requirements of a target user group of lifelong learners, namely, genealogists. The project implements an iterative user-centered design process that insinuates these Portal users into the design process beginning with an assessment of their information use environment and continuing through usability testing of the redesigned interface.

Using Open Source Software to Develop a Digital Video Library
Leanne Strum, Regent University Library
Digital libraries facilitate creation, organization and management of multi-media digital content and collections and provide search, retrieval and other information services over computer networks (e.g. Internet and intranets). There is increasing interest among librarians to develop digital libraries for a variety of purposes: improved management and access to print publications; improved preservation and access to documents; and secure online access to multimedia collections. Affordable software is a key requirement for the successful development and maintenance of digital libraries. At Regent University Library we were faced the challenge of how to provide secure, reliable online access to a licensed multimedia collection (PBS Videos) provided through the Virtual Library of Virginia (VIVA). The PBS collection consists of around 500 hours of video in MPEG-4 format. License terms contained the following restrictions that needed to be resolved: Prohibit offering the PBS videos for downloading but allow any VIVA institution or group of institutions to stream video content. Require individual users to enter an id and password before initiating a stream. Prohibit mixing, mashing and developing derivative works from PBS media files. Prevent users from capturing streams. Although the main focus of this presentation will be on the challenges faced with the PBS Video content the presenter will reference the FMG on Demand Collection and issues faced with implementation. The objective of the presentation will focus on imparting practical skills to the participants in using open source software (JOOMLA) for developing and managing a digital library. The presentation will also focus on the processes, technology, workflow and economics of creating digital collections.

Web Site Redesign: Perspectives from the Field, Panel Discussion
Robin Leech, Oklahoma State University Libraries
Amelia Brunskill, Dickinson College
Edward M. Corrado, Binghamton University
Elizabeth Black, Ohio State University Libraries
Russell Schelby, Ohio State University Libraries
MODERATOR:
Mary LaMarca, Dartmouth College Library
Four different libraries have recently executed web redesign projects. The presenters will focus on i) the techniques used to gather information on user needs, and ii) the selection of appropriate staff to serve as team members. Speakers will summarize their individual projects; questions and discussion to follow.

WorldCat Local – a Statewide Discovery Toolkit Project
Jan Ison, Lincoln Trail Libraries System
Pat Boze, Lincoln Trail Libraries System
The “Statewide Discovery Toolkit” is a 2007/2008 LSTA funded project designed to test the viability of using one search interface for users across Illinois. The fundamental requirements included an interface that is both easy to search and capable of delivering results relevant to the user’s location in the state as well as resources beyond the

individual library. In addition to physical materials, the search results include commercial electronic resources that are available to the user, the addition of a link resolver for libraries with none, and the addition of local and statewide indexed resources. For resources not immediately available, a user is able to move seamlessly to an interlibrary loan delivery option that is supported by the local library. OCLC's WorldCat Local Service was selected as the model for testing this interface by over 30 multitype Illinois libraries during the course of the project.