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LIBRARY INSTRUCTION ROUND TABLE NEWS

The purpose of LIRT is to advocate library instruction as a means for developing competent library and information use as a part of life-long learning.

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Teaching as Performance: Standing Room Only

By Cynthia Akers, akerscyn@emporia.edu

Judging from the enthusiastic responses from over 350 people attending the LIRT Conference Program 2000, Teaching as Performance, instruction librarians are greatly interested in honing their skills as effective, confident speakers and presenters of information.

Monika Antonelli, Reference Librarian at the University of North Texas, and Joe Dempsey, a Chicago actor who is also an American Theatre Company member and a former Second City National Touring Company member, shared on Sunday morning, July 9, their experiences in performing to a variety of audiences from university students to other less-than-enthusiastic groups.

Antonelli, who also holds a master's degree in theatre, began her talk with a sample voice to display her other career in voicing for television cartoons. The sound illustrated how audiences can be swayed by tight, high, nervous voices as opposed to resonant, low tones. This point was reinforced by an audience exercise in "King Kong, Ping Pong, Bing Bong" sung in progressively lower ranges to loosen the voice.

In her PowerPoint presentation, Antonelli highlighted the necessity to warm up physically for teaching as, indeed, a performance. Neck and shoulder rolls, voice exercises and variety, and the "power of silence" to make a point to students all help to set the stage for instruction. And, as Antonelli demonstrated, even a prop such as a rubber chicken can not only break the ice, but also serve as a lesson in keyword searching in several Internet search engines to highlight variances in retrieval.

Dempsey acknowledged at the beginning of his talk that nervousness is a natural part of teaching as performance. The best way to deal with it is to be honest about what you are feeling at the moment, but at the same time be prepared with your material.

As Dempsey observed, "You are there to teach, but they [students] are there to teach you also." This statement, he noted, is important to remember because not every technique will work with every audience.

continued on page 2...

The Institute for Information Literacy, Immersion '01

By Gale Burrow, gburrow@rocky.claremont.edu

As a graduate of Immersion '99, I encourage those of you in academic and research libraries to apply to participate in Immersion '01, which is scheduled for Washington, D.C., in July 2001. The Immersion Program, one of the ACRL Institute for Information Literacy program initiatives, is an intensive four and one-half day series of classes, discussions, projects, and fun that will benefit both you and your institution. You will have the opportunity to develop and apply instructional skills in your classes, plan for your own and your library's role in furthering information literacy on your campus, and become part of a community of librarians who continue to share ideas about information literacy and instruction.

continued on page 10...

INSIDE

ANNUAL CONFERENCE

Officers.....	p. 2
Committee Reports.....	p. 7
Nominations Needed for Officers.....	p. 10
ALA Council.....	p. 3

ARTICLES

New LIRT Book!.....	p. 4
Virtual Reference (Chat)	p. 8

COLUMNS

Check These Out!	p. 5
Member A-LIRT.....	p. 9
NewsBites.....	pp. 3,5,6

Teaching as Performance

continued from page 1...

And, in the case of a bad performance or a seemingly ineffective instruction session, it is necessary to "shake it off ... forgive yourself."

An interactive question-and-answer period with the speakers and audience generated some additional valuable tips for dealing with unenthusiastic students. If they do not want to be in a session, acknowledge their resistance and accomplish what is possible. Antonelli added that, if a student gives a wrong answer to a question, "Always say yes to the class" while following up with the correct answer in a dialogue with the class.

In the case of inheriting a bad classroom dynamic or other difficult classes, both speakers noted that a problem should not be denied. Instead, attempt to address the problem upfront and use humor, but carefully, depending upon the situation.

Antonelli and Dempsey were both excellent examples of the quote ending Antonelli's presentation: "Don't be afraid to go out on a limb, for that is where the fruit is."

Antonelli's PowerPoint presentation is available as a link from the LIRT home page, or directly at this link: <http://diogenes.baylor.edu/Library/LIRT/antonelli/index.htm>

Cynthia Akers from Emporia State University, Kansas, is the ALA-LIRT Conference Program Chair for 2001. ■

News-Bites

Former LIRT News Editor John Spencer has been appointed Associate Librarian at Central Washington University in Ellensburg. spencerj@cwu.edu

David Sherwood, also a former LIRT News Editor, of Creighton University, Omaha, has been appointed Serials Librarian. davids@creighton.edu

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For a complete directory that includes addresses, phone numbers and institutional affiliations, consult the LIRT Website at <http://diogenes.baylor.edu/Library/LIRT/>.

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<URL: <http://web.uflib.ufl.edu/LIRT/lirt.html>>

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Contributions to be considered for the December 2000 issue must be sent to the editor by October 13, 2000. Send claims to Pat Jackson, OLPR, 800-545-2433, X4281, American Library Association, 50 E. Huron Street, Chicago, IL 60611. All material in the **LIRT News** is subject to copyright by ALA. Material may be photocopied for the noncommercial purpose of scientific or educational advancement. Production Editor: Jana S. Ronan ©American Library Association

Council sessions at ALA Annual proved to be quite interesting as the organization tackled several key issues, including Core Values for Librarians. Here are some highlights of important sessions:

ALA COUNCIL/EXECUTIVE BOARD/ MEMBERSHIP INFORMATION SESSION & COUNCIL I

These Sunday morning meetings contained several reports of the year's activities, including those by William Gordon, ALA executive director; the Budget Analysis and Review Committee; the Endowment Trustees, the Freedom to Read Foundation and the outgoing and incoming ALA presidents.

HIGHLIGHTS

Outgoing ALA President Sarah Ann Long discussed the success of her term and her theme 'Libraries Build Communities'. Incoming president Nancy Kranich reported that her presidential theme would be 'Libraries: The Cornerstone of Democracy'. Plans for an ALA promotional campaign '@your library' were announced, with libraries encouraged to place their own words in front of the @ (i.e. smart voting begins @ your library; learn the magic of books @ your library etc.). ALA membership has now exceeded 60,000, and the organization appears to be quite fiscally sound. There was much discussion concerning the endowment trustees report, as several councilors called for more socially responsible investing. Council also voted to continue its new program of mentoring new councilors.

COUNCIL II

Much of the discussion at this Tuesday morning meeting centered on the core values statement, but the meeting also contained reports from ALA Treasurer Bruce Daniels and a request for changes in organizational dues.

CORE VALUES STATEMENT

The Core Values Task Force was appointed to clarify the core values of the profession, as a result of the 1999 Congress on Professional Education, and was instructed to prepare a draft statement targeted for approval at this conference.

The statement, presented in its 5th and 6th drafts, was quite controversial and a major topic of Council. Many questions concerning the draft – its necessity, its audience, its comprehensiveness – consumed much of the morning debate. A resolution eventually passed – building on the work of the current task force and other ALA documents to refer the core values document back to a group (assigned by the president) which will discuss the topic across the Association and present to a new proposal at 2001 Annual Council.

OTHER ITEMS

A LITA task force presented a document concerning the impact of new technologies on patron privacy and the confidentiality of electronic methods. The document recommended, among other items, to revise ALA's policy statements related to confidentiality to include Internet privacy; for ALA to develop model privacy policies and to urge all libraries to adopt privacy policy statements on their web sites. The Council voted to refer these recommendations to the Intellectual Freedom Committee.

After debate, a resolution from the membership committee, which would have raised dues for organizational memberships, was referred back to committee.

A report from the ALA Electronic Meeting Task Force, which contained 5 recommendations concerning chat based tools for committees passed. One of these recommendations calls for future chat-room access for committees that request it.

COUNCIL III

Much of the debate of this Wednesday morning meeting centered around the Outsourcing Study and a policy for Library Services for People with Disabilities.

OUTSOURCING STUDY

ALA commissioned this study in response to a motion passed by Council at the 1999 Midwinter meeting. The study was done by the Texas Woman's University School of Library and Information Studies. The study concludes that, "in general, we found no evidence that outsourcing per se has had a negative impact on library services and management. On the contrary, the evidence supports the conclusion that outsourcing has been an effective managerial tool and, when used carefully and judiciously, has resulted in enhanced library services and improved library management."

Councilors raised much concern with many Councilors urging ALA to take a firm stance on the issue and many calling for more passion in the document. After lengthy debate, Councilors voted to receive the document. Instead of the study's recommendations for further research, Council passed a resolution that ALA would bring together guidelines for outsourcing, making them widely available and also develop a definition of outsourcing. An additional amendment also called for increased research on the subject. (the report in its entirety is available on the web at <http://www.ala.org/alaorg/ors/outsourcing/>).

continued on page 4...

News- Bites

Linda Sammataro of the University of Tennessee in Knoxville has been awarded a UT Teaching with Technology grant to develop a web module on finding statistics on current issues. sammataro@utk.edu

Publish Your Article Outside the Library Field: A Bibliographic Guide to Non-Library and Information Science Journals With Articles on Libraries, Librarians, or Library Services

By Rebecca Ohm Spencer, Rebecca.Ohm.Spencer@williams.edu

The Publications Committee of LIRT is pleased to announce the publication and distribution of its long-term special project, a bibliography of non-library journals that have published articles relating to libraries or the library profession.

Publish Your Article Outside the Library Field is the result of several years of work on the part of the Publications Committee, during which time many members came and went, each contributing in some way.

The sheer size of the bibliography and the frequently changing journal information certainly made updating every single entry according to the current edition of *Ulrich's* a daunting task and greatly contributed to the length of the project.

To compile the bibliography, the initiators of the project and subsequent committee members performed subject searches in automated databases such as *ABI/INFORM*, *COMPENDEX*, *ERIC*, *ArticleFirst* from *First Search* and *MEDLINE* (among others) for library-related articles. Although it was expected that the number of articles would be substantial enough to warrant compiling a bibliography of this type, no one expected it to be 50 pages long!

The range of fields represented by these journals is very broad, with journals such as *Pulp and Paper*, *Canadian Ethics Studies*, *Laboratory Robotics and Automation*, *Nebraska History*, *The Practical Litigator*, *Astrophysics and Space Science*, and even the *Chartered Accountant Journal of New Zealand* being included among the journals which have published articles relating to the library or information science field.

It is hoped that Publish Your Article Outside the Library Field will help librarians and other information science professionals expand their publishing opportunities by identifying journals to which they may submit their work. In addition to this obvious benefit, however, is an added bonus: by publishing in these journals outside our own profession, we may contribute to a broader understanding of the value of what we do among other professionals in many areas of science, business and the humanities.

Publish Your Article Outside the Library Field is available from LIRT for \$12.50.

Rebecca Ohm Spencer is Reference and Government Documents Librarian at Sawyer Library, Williams College Williamstown MA 01267. ■

Council Activities

continued from page 3...

A resolution for Library Services for People With Disabilities was presented. Council's primary concern with the document was the desire to replace of language stating that libraries must provide these services ALA Annual Conference 2000 Chicago Council Activities to language that stating that ALA strongly recommends that libraries provide these services. By a narrow vote (by 1 vote), the document was sent back to ALSCA for more revision.

A motion for stronger reporting on socially responsible investing failed; a resolution to establish a standing committee on literacy passed as did resolutions for several organizational committee mis-sions and charges. Changes to wording in several documents from the Intellectual Freedom Committee were also passed by Council. ■

Order Form

Mail to: HRDR
American Library Association
50 E. Huron Street
Chicago, IL 60611

Please send me _____ copies of **Publish Your Article Outside the Library Field** at the price of \$12.50 per copy. The \$12.50 includes shipping and handling. I have enclosed _____.

Mailing address:

Name: _____

Street or POB: _____

City: _____

State: _____ Zipcode: _____

Phone: _____

Program Bibliography Available

The Teaching as Performance Supplementary Bibliography, prepared by the Computer Applications Committee to accompany the LIRT Annual Program of the same name, is available in the Web edition of the September LIRT News.

<<http://web.uflib.ufl.edu/instruct/lirt/lirt.html>>



CHECK THESE OUT!

By Mary Pagliero Popp

The start of the Fall is, for many, a new beginning. School starts. The days and nights are cooler. Start Fall off right by taking a little time to dip into some of the wonderful articles your colleagues have shared.

ARTICLES FROM AN OLD FRIEND:

In recent years, the instruction journal, Research Strategies has had some difficulty in keeping to its publication schedule. The editor, Natalie Pelster, told readers of the BI-L listserv on May 10 that "we are still an active publication." The date on the issues "is out of sync with the actual calendar date of publication." Issues coming out in 2000 will be dated 1999. Two additional issues should be out soon.

A few of the many interesting articles in the most recent issue (v. 16, no. 4 1998) are highlighted below. Don't be put off by the issue date! This issue was published in May 2000.

Bender, Laura J. and Jeffrey M. Rosen. "Working Toward Scalable Instruction: Creating the RIO Tutorial at the University of Arizona Library." (pp. 315-325)

Gedeon, Randle. "Accessing the Right Brain with Bibliographic Instruction." (pp. 259-270).

Johnson, Anna Marie and Phil Sager. "Too Many Students, Too Little Time: Creating and Implementing a Self-Paced Interactive Computer Tutorial for the Libraries' Online Catalog." (pp. 271-284)

Olson, John A. "How to Encourage Students in a Library Instruction Session to Use Critical and Creative Thinking Skills: A Pilot Study." (pp. 309-314)

ENHANCING LEARNING

Astleitner, Hermann. "Designing Emotionally Sound Instruction: The FEASP-approach." Instructional Science 28.3 (May 2000): 169-198.

Emotions relevant for instruction include fear, envy, anger, satisfaction, and pleasure. Astleitner describes 20 instructional strategies to decrease negative feelings and increase positive feelings.

Small, Ruth. "Motivation in Instructional Design." Teacher Librarian 27.5 (June 2000): 29-31.

Summarizes the ARCS model of instructional design to motivate learners, provides a bibliography for more reading, and describes a useful assessment instrument. ARCS is based on a number of motivational theories and identifies four essential strategies to motivate learning: attention, relevance, confidence, and satisfaction.

Weiss, Ruth Palombo. "Brain-Based Learning" Training & Development 54.7 (July 2000): 20-24.

Summarizes the growing body of theory on brain-based learning, based on evidence neurologists are uncovering about how humans learn. Weiss presents sections on attention, context and patterns, emotion, memory and recall, and motivation. This is not a scholarly article, but it points to useful books one might read to learn more.

IDEAS YOU CAN USE TODAY

Braun, Linda W. "Learning from the Inside." NetConnect Supplement to Library Journal and School Library Journal (Summer 2000): 28-30.

Asserts that teaching students about what makes a good web site will be more effective if they learn how to create a web site at the same time. Gives many practical suggestions about what to cover, where to find more information, and where to post the completed web pages.

Lederer, Naomi. "New Form(at): Using the Web to Teach Research and Critical Thinking Skills." RSR (Reference Services Review) 28.2 (2000): 130-153.

Describes a program at Colorado State University to create Web pages for first-year composition courses. Filled with screen shots, the article gives practical information about the research web pages, which cover such topics as Library of Congress call numbers, evaluating books, articles and Web sites, and the differences between types of periodicals. The instructional web pages include interactive exercises and the article shows one on electronic searching. Lederer ends with a discussion of a survey of the composition instructors.

Mestre, Lori S. "Improving Computer-Use Success for Students of Diverse Backgrounds." Knowledge Quest 28.5 (May/June 2000): 20-28.

Discusses the ways instruction in use of computers for minority students, particularly Latinos, must differ from the instruction given to mainstream students. Mestre provides information about learning styles, eye contact, group vs. individual instruction, kinetic behavior, personal space, and touch. She concludes the article with a series of suggestions for working with Latino and other diverse groups in a computerized environment, covering presentation methods, language, search strategies, and classroom environment. *continued on page 6...*



Authors Needed! LIRT News welcomes articles on teaching techniques, successful assignments, technologies in teaching, and reviews of books, software, or hardware products. For guidelines, see <<http://www.uflib.ufl.edu/instruct/LIRT/glines.html>>

Check These Out

continued from page 5...

CLICK ON THESE!

This is a new section, containing information about web sites that are of interest to instruction librarians. Hope you enjoy them!

Association of College and Research Libraries. Instruction Section. Objectives for Information Literacy Instruction by Academic Librarians. Chicago: ALA, 2000. <<http://www.libraries.rutgers.edu/is/projects/objectives/index.html>> Accessed July 29, 2000.

Draft revision of the 1987 Model Statement of Objectives for Academic Bibliographic Instruction.

Ragains, Patrick. "Assessment in Library and Information Literacy Instruction." <<http://www.library.unr.edu/~ragains/assess.html>> Accessed July 29, 2000.

Provides links to a variety of resources on topics such as distance education and assessment, gateway sites for assessment, pretests, web-based presentations about assessment of library instruction, research in progress, student reactions to library instruction, and usability testing of library instructional web pages.

29th Workshop on Instruction in Library Use, May 8-10, 2000. Presentations/Handouts. London, Ontario: University of Western Ontario, 2000. <<http://www.lib.uwo.ca/wilu2000/papers.html>> Accessed July 29, 2000.

Includes many of the papers and PowerPoint presentations from the most recent of these well-known workshops. Included are presentations about a library instruction course for business students, creating instruction on the Web, instruction for data literacy, teaching the online catalog, and the characteristics of teaching and learning in

the 21st century.
IN BRIEF

Ingram, Albert L. "Using Web Server Logs in Evaluating Instructional Web Sites." Journal of Educational Technology Systems 28.2(1998-2000): 137-157.

Intrator, Sam M. "Starter Dough: Click, Click, Click...What Do We Know about Reading Hypertext?" Knowledge Quest 28.4 (March/April 2000): 31-34.

Johnson, Anna Marie and Melissa Laning. "Recipe for Disaster or Formula for Success? Creating and Assessing a Large Scale Collaborative Library Introduction Exercise for Honors Students." College and Research Libraries News 61.7 (July/August 2000): 597-601.

Junion-Metz, Gail. "Surf for: Teacher Knows Best--Some Worthy Web Tutorials to Help You Create Your Own." School Library Journal 46.5 (May 2000): 37. Also available at: <<http://www.slj.com>> Choose "Articles," then scroll down to "Surf For."

Knotts, Barbara. "Technology Training at St. Louis Public Library." Journal of Library Administration 29.1 (1999): 17-35. Also published in 2000 by the Haworth Press as a monograph: Library Training for Staff and Customers.

Several useful articles appeared in The Reference Librarian number 67/68 (1999). These include:

Gresham, Keith and Debra Van Tassel. "Expanding the Learning Community: An Academic Library Outreach Program to High Schools." (begins on page 161)

Neely, Teresa Y., Naomi Lederer, and Jean Winkler. "Instruction and Outreach at Colorado State University." (begins on page 273)

Norlin, Elaina and Patricia Morris. "Developing Proactive Partnerships: Minority Cultural Centers." (begins on page 147)

Puffer-Rothenberg, Maureen and Susan E. Thomas. "Providing Library Outreach to Student Athletes." (begins on page 131)

Odom, Dennis G. and Alexia C. Strout-Dapaz. "The 'Open House,' an Effective Library Public Relations and Instruction Tool." (begins on page 175)

O'Sullivan, Michael K. and Thomas J. Scott. "Pathfinders Go Online." NetConnect Supplement to Library Journal and School Library Journal (Summer 2000): 40-42.

Mary Pagliero Popp is Information Technologies Public Services Librarian, at the Indiana University Bloomington Libraries ■

Member A-LIRT

continued from page 9...

Other hobbies include cooking and eating spicy ethnic foods, jogging two or three miles a couple of times a week, making beaded and semi-precious stone earrings, and traveling. Having been an "Air Force brat," Linda was able to travel extensively at a young age. She has lived in both Europe and Asia and says that the "urge to explore new places and meet new people is in my blood." Since meeting new people is a big part of LIRT, it sounds like Linda's first committee assignment on the PR/Membership Committee was a perfect match!

Let's welcome Linda to her new position as the LIRT Vice President/President-Elect. Congratulations and thanks for taking on this new endeavor Linda.

Tracy Hull is the Resource Education and Drama Librarian at Duke University's Lilly Library. ■

News-Bites

Maggie Zarnovsky of Northern Virginia Community College has co-authored the 4th edition of Developing Library and Information Center Collections (with G. Edward Evans; Libraries Unlimited, 2000). mzarnovsky@nv.cc.va.us

ALA ANNUAL CONFERENCE REPORTS

from LIRT Committees and Task Forces

(Editor's note: Absence of a committee indicates that the report was not received by press time. See the web edition of the LIRT News for meeting attendance, and chair.)

COMPUTER APPLICATIONS COMMITTEE

Haiwang Yuan, Chair,
haiwang.yuan@wku.edu

The committee reviewed and finalized the bibliography to be submitted to the newsletter committee for publication. Discussed tasks including software review and hardware bibliography. Discussed changing the committee's name from Computer Application Committee to Information Technology Committee to reflect technology represented by the Internet and the World Wide Web. Will recommend the name change to the Steering Committee.

CONFERENCE PROGRAM COMMITTEE

Anne Houston, Chair,
ahousto@luc.edu

The committee reviewed evaluations from this year's program, discussed theme and possible speakers for next year, and brainstormed titles for next year. Decided to recommend to the Steering Committee the program idea: "Partnerships for Instruction," on academic librarians partnering for instruction with school librarians, school with public, academic with public, etc.

ELECTIONS COMMITTEE

Elizabeth Margutti, Chair,
margutti@virginia.edu

Discussed potential officers; will use list of past three years of LIRT committee chairs and members to create excel file so that names can be readily compiled. Decided to recommend to the Steering Committee that once this file is created, the vice president should maintain it from the roster of committee members, then give a copy to the Elections Committee.

LIAISON COMMITTEE

Ed Tallent, Chair, tallent@bc.edu

Committee members confirmed their choices of instruction-related meetings to attend. Summaries will be forwarded to Ed for the Newsletter. Trish Stevenson collected LIRT materials to present at the NMRT Orientation.

LONG RANGE PLANNING COMMITTEE

Marsha Forys, Chair,
marsha-forys@uiowa.edu

Discussed committee membership, planning and goal evaluation forms, the need to distribute the revised goals, and the 2004 retreat. Also brainstormed ideas for the 25th anniversary. Recommendations to the Steering Committee: 1) Distribute revised goals to committee chairs 2) This committee needs Steering's input for the retreat: what would Steering like to get out of the retreat?

NEWSLETTER COMMITTEE

Jana Ronan, Acting Chair,
jronan@ufl.edu

The committee determined the content of the September 2000 issue of the newsletter, which will be edited cooperatively. Carol Carson Schuetz will be the new chair for 2000-2001, and will be the editor starting with the December 2000 issue. In addition, the group decided to mount tips for writing articles on the LIRT News website.

Members also made plans for a special issue of LIRT News to celebrate the 25th anniversary, featuring an article about the history of LIRT, a timeline to accompany the article, and reprints of the best past articles (which will be made available exclusively in the Web edition.) The newsletter will also run "teaser boxes" with LIRT facts, etc. in the issues leading up to the anniversary.

ORGANIZATION & BYLAWS COMMITTEE

Gale Burrow, Chair,
gburrow@rocky.clarmonline.edu

Gale announced that the LIRT manual has been converted to html format and will be posted after Annual Conference for review by Steering. Concern was expressed for the potential loss of a sense of LIRT as a whole community and of a vision for how the various committees work together to further the goals of LIRT.

The committee will take a recommendation to the Executive Board focused on clarifying and strengthening the roles of the Steering Committee and the Executive Board. Recommendations to the Executive Board: meeting times for Steering and Executive need to be reconsidered. 1) find another time for meetings now scheduled at 8:00 p.m. 2) first Executive meeting should be before All Committees on Saturday 3) have a general membership meeting at the beginning of All Committees meeting on Saturday morning 4) orientation for officers and chairs should be scheduled at 11:00 a.m. on Saturday, after All Committees meeting.

PR/MEMBERSHIP COMMITTEE

Pixey Anne Mosley, Chair,
pmosley@tamu.edu

Discussion: BITES with LIRT had normal signup patterns (less on Monday). Had difficulties with the booth, no volunteers to set up and staff. Next year, will not depend on LIRT Newsletter ad, but will also post on LIRT-L and Web site. LIRT had representation at two NMRT functions. Recommendations to the Steering Committee: need more members on the committee-- it requires approximately 10 people to complete all activities effectively. Also need more membership participation in activities such as booth and BITES.

Recommendation to the Executive Board: send LIRT promotion to relevant listservs beyond BI-L, as was done two years ago.

continued on page 10.

Virtual Reference, A Hot New Idea for Extending Services to Remote Users

By Jana Smith Ronan, jronan@ufl.edu

Virtual reference is one of the hottest new ideas in reference and instruction circles right now. What is virtual reference? Ann Viles defines it as, "the electronic mediation between a user needing an answer to a question and the information that will lead to the answer." In this case, the electronic mediation is not email reference and Web pages, but the use of chat for virtual consultations with library users. What is chat?

Chat refers to a type of computer system that allows users to logon and talk to other users in real-time. It is different from email, which sits in an inbox somewhere until each message is read and deleted. Chat is synchronous and communication is instantaneous. Messages pass between the group of people logged on to the chat service at that particular moment. The online dictionary [Netlingo](#) offers a good definition:

chat

A form of interactive online communication that allows you to have real time conversations with others on your computer. Chatting on the Internet can take place via Web pages in places known as chat rooms or on IRC channels. Either way, when participating in a chat discussion, your messages are instantaneously relayed to other members and their messages are instantaneously relayed to you.

There are several directions that a library can take to start a virtual reference service using chat. Some libraries are using telnet based IRC and ICQ software or MOO (MUD Object Oriented) software as we started with at the University of Florida, while others are using Web-based chat software. The software options include Open Source Software or freeware, which is free software that you can install, tweak and program yourself to a variety of inexpensive Web-based software such as *ConferenceRoom*. For libraries that can afford it, there are sophisticated messaging programs such as

eShare's *NetAgent* and *LivePerson* that are used by large companies like Sprint, AOL or 1-800-Flowers to extend chat services to consumers via the Web. If computer expertise is an issue, many vendors offer you the option of outsourcing the chat service. *Virtual Reference Desk* from LSSI (Library Systems & Services) goes the farthest in offering either a chat space that your own librarians can staff or a completely outsourced reference service that includes LSSI staff to answer questions.

But before reinventing the wheel, take some time to explore some of the ways other libraries are implementing chat. "A Survey of Online Interactive Reference Services" at <http://web.uflib.ufl.edu/hss/ref/chat/cc3.html> lists libraries that offer chat services. Another registry of virtual reference services is *LiveRef(sm)*, <http://www.public.iastate.edu/~CYBERSTACKS/LiveRef.htm>.

What does a virtual reference encounter look like? Chat rooms can be lively places, with rapid-fire conversations making sentences of text roll continually across the screen. When you get several people logged on and talking, the conversations can progress very swiftly. One feature to look for when choosing software is the ability to limit logons to your interactive reference service. Diane Luckevich offers more tips in her article, "Chat Software".

Below is a screen snapshot of one chat session in the University of Florida's interactive reference service, *RefeXpress*.

Besides being a fun way to convey library services, chat is an ideal medium for reaching out to remote users or users that are working with library databases, web pages or other resources outside of the library building. These users could be students working in a computer lab next door to the library or at home, or they could be located in another country. With more and more users using library resources outside the physical confines of the library, this technology allows librarians to better meet remote users' needs for assistance and instruction. Chat doesn't require the user to give up their modem connection to telephone a librarian for help; in the case of the software programs that I'm going to discuss, users can simply open up a new web browser window, connect to the library's chat service and seek help while they continue to work on their research. This enables the librarian on the other end to replicate the user's situation or to teach the user how to find whatever they need by having the user follow along on their own computer. Librarians can also route users to the appropriate sources very quickly. It's much easier to type in an URL in the chat window and hit the enter key to send it to the user than it is to read it to a user in a phone call.

continued on page 11...

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You say, "I can't get to Academic Universe. I keep getting
an error message. Can you help me?"
Mary says, "Sure! How are you connecting to the Internet?"
You say, "What do you mean?"
Mary says, "Are you using the university account Gatorlink?"
You say, "No. AOL."
Mary says, "That may be the problem."
Mary says, "If you use AOL's web browser, you can't get to
many of the library databases."
Mary says, "Look at this page. http://web.uflib.ufl.edu/
ufproxy.html"
Mary says, "It will explain how to get to the databases when
you are using AOL."
```

Log of a virtual reference encounter on RefeXpress, as seen by the user. (Mary is the librarian.)



Linda Chopra

At the close of the annual ALA conference, Linda Chopra began her term as LIRT's new Vice President/President-Elect. During the next year, Linda will assist LIRT's President, Alison Armstrong, while learning the ropes for when she becomes president the following year. Linda's main duties as Vice President are to appoint LIRT's 14 committee chairs and to oversee each committee's progress. She is also available to listen to any ideas, concerns or issues that LIRT members may have and to share them with the President or the appropriate committee chair.

By assuming the position of Vice President/President-Elect, Linda commits herself to the organization for two more years, in addition to the additional year appointment as the Chair of the Organizational/Bylaws Committee. Her tenure with LIRT dates back to 1994. It was fortunate for LIRT that Linda had dinner with LIRT member Laura Bottoms at the annual conference in 1994. Laura took the opportunity to introduce Linda to LIRT and its activities after Linda expressed an interest in becoming more active in ALA. After attending the meetings on the following day, Linda found herself immediately assigned to the PR/Membership Committee. If it were not for Laura's enthusiasm for LIRT, Linda may never have become so deeply involved with the roundtable.

Linda started her career as a high school English teacher and librarian, but soon realized that she didn't know how to properly run the library. When her daughter started first-grade, she returned to school to earn her M.L.S. This was no easy feat considering she worked full time and raised a family, while making a 40-mile commute to college. After four years of study, she received her degree and decided to work solely as a librarian. Once her daughter became a teenager, Linda took a job at the local public library and eventually was put in charge of the library's computer center. It was at this point in her career that she really began to use her teaching skills again.

In June Linda accepted a newly created position of librarian supervisor at the Lorain Public Library. She made the switch because the responsibilities involved both staff computer training and public instruction, allowing her to return to what she really loves – teaching on a regular basis.

When asked what advice she would give a new instruction librarian, Linda said it is important to be prepared, while also being open-minded and flexible. It often helps to let the students determine the pace and content of the class and treat this as a learning

experience for you, the instructor, as well. Linda firmly believes that she often learns as much from her students as they learn from her. She also stresses that it isn't necessary to "know it all" in order to teach others successfully.

When Linda is not working, she spends much of her time on various remodeling projects for her 1920 home, which she shares with her friend, also named Linda, and Zachary – her cat.

continued on page 6...



LIBRARY INSTRUCTION ROUND TABLE COMMITTEE VOLUNTEER FORM

If you are interested in serving on a LIRT Committee, please complete this form and mail it to the Vice-President/President Elect of LIRT:

Linda Chopra, Lorain Public Library System, 351 Sixth Street, Lorain, OH 44052 FAX: (440) 244-7133, Email: Linda.Chopra@lorain.lib.oh.us
<<http://diogenes.baylor.edu/Library/LIRT/volform.html>>

Name and Title:

Telephone (Work):
FAX:

(Home):
E-Mail:

Institutional Address:

Home Address:

Date of Application:

LIRT Committee Preferences: (Use the numbers 1-9 to indicate order of preference, with 1 being the most preferred. If you are willing to serve as recorder for this group, follow your number preference with the letter "R")

- | | |
|--|---|
| <input type="checkbox"/> Adult Learners | <input type="checkbox"/> Newsletter |
| <input type="checkbox"/> Computer Applications | <input type="checkbox"/> Organizational/Bylaws |
| <input type="checkbox"/> Conference Programs | <input type="checkbox"/> PR/Membership |
| <input type="checkbox"/> Continuing Education | <input type="checkbox"/> Publications |
| <input type="checkbox"/> Elections/Nominations | <input type="checkbox"/> Research |
| <input type="checkbox"/> Liaison | <input type="checkbox"/> Transition from High School to College |
| <input type="checkbox"/> Long-Range Planning | |

Can you regularly attend LIRT meetings at the ALA midwinter and annual conferences? ☐ YES ☐ NO

Please attach a separate sheet listing committees or offices (if any) previously held in LIRT, ALA or state/regional associations, with years of service.

Nominations requested for LIRT Officers '01/'02

LIRT is seeking nominations for three offices. The by-laws stipulate that nominees for office must be selected from different types of libraries on a rotating basis. Candidates must be current members of LIRT and must have served for at least one year on a committee or a task force of the Round Table. The rotations for the 2001/2002 election stipulate that librarians from the following types of libraries are eligible to hold the following offices:

Vice-President/President Elect

-Academic

Vice-Treasurer/Treasurer Elect

-Special, Public or School

Secretary

-Any category librarian

Other Requirements

Officers must be able to attend all ALA Midwinter and Annual Conferences for the duration of their commitments. The office of Vice-President/President Elect is a three year commitment as an Executive Board member; one year as Vice-President/President-Elect, one year as President, and an additional year as Past President. The Vice-Treasurer/Treasurer Elect serves an one year term as part of a two year commitment to the Executive Board as Vice-Treasurer/Treasurer Elect and Treasurer. The Secretary serves an one year term.

Please send nominations to:

Elizabeth Margutti
Chair, Elections Committee
Clemons Library
POB 400710 Newcomb Station
University of Virginia
Charlottesville, VA 22904-4710
FAX (804) 924-7468
Phone: (804) 924-7410
Email: margutti@virginia.edu ■

News-Bites

Trisha Mileham has been appointed Chair of the High School to College Transition Committee at Valparaiso University in Valparaiso, Indiana.
Patricia.Mileham@valpo.edu

Gail Egbers is now Associate Professor at Pacific Lutheran University in Tacoma, Washington. She is Instructional/Reference Librarian at the Robert Mortved Library. egbergl@plu.edu

Kwasi Sakodi of Boston College wrote an article, "The Difficult Library Patron," which was published in the June 2000 issue of *Catholic Library World*. sarkodik@bc.edu

COMMITTEE REPORTS

continued from page 7...

PUBLICATIONS COMMITTEE

Patience L. Simmonds, Chair,
pls@psulias.psu.edu

Patience was nominated to be chair for one more year. Final discussion of the Publications Project: 1) Publicize the LIRT Publications Project 2) Patience will send a copy of the publications guidelines to members to examine, update and revise 3) Continue work on putting together a list of LIRT publications for the 25th anniversary. Recommendation to the Steering Committee: this committee would like help from Steering in identifying LIRT publications.

RESEARCH COMMITTEE

Gina Persichini, Chair, gina@neflin.org

Incoming Chair for 2000-01 is Carolyn Frenger from George Washington U.

The committee confirmed a proposed theme for the 25th Anniversary, "From Chalkboard to Electronics: Instruction Over 25 years." The committee discussed the idea of producing a ruler for the anniversary. One side would be a ruler, the other would have a timeline for the past 25 years, highlighting milestones in instruction.

A current project of the committee is to design a series of brochures with tips/guidelines for developing an instruction program for distance education from the ground up.

The committee's website with library instruction tutorials has been updated. All links have been checked and information will be sent to Billie Peterson to update the website. ■

Immersion '01

continued from page 1...

Acceptance into Immersion '01 is competitive. Information about the application process will be posted on the Institute for Information Literacy web site <<http://www.ala.org/acrl/nili/nilihp.html>> in September. This year LIRT will be able to provide partial support for some LIRT members who are accepted into the program and who indicate on their application that they need financial assistance. LIRT will award the scholarships after the participants for Immersion '01 have been selected.

The Institute for Information Literacy has other program initiatives besides Immersion. One of these, Community Partnerships, focuses on building information literacy community partnerships that include different types of libraries as well as community groups. The preconference at ALA in Chicago was well-attended and generated lots of discussion and many good ideas. The Community Partnerships toolkit <<http://lrs.austin.cc.tx.us/staff/lnavarro/CommunityPartnerships/Toolkit.html>> provides suggestions on establishing partnerships. Use this toolkit as you forge new relationships for information literacy in your community.

Gale Burrow is Past President of LIRT, and Coordinator of Library Instruction at the Honnold/Mudd Library, The Libraries of The Claremont Colleges, Claremont, CA 91711. ■



<<http://www.ala.org/acrl/nili/nilihp.html>>

The LIRT News is online at: <http://web.uflib.ufl.edu/instruct/LIRT/lirt.html>

Virtual Reference

continued from page 8...

In addition, many chat clients offer active hyperlinks, so that when a librarian types in a URL in her/his window, it becomes a click-able hyperlink in the chat window of the user.

Free software options include server software that you can download yourself such as MOO and chat software bundled with operating systems or through Internet portals. MOO Open Source Software such as *Jay's House Core* and *enCore eXpress* are powerful programs that require no downloading of a client on the user's part to logon to the chat room, the ability to control the number of users that can logon, a robust built-in database for programming frequently asked questions, slides and robots and a virtual environment featuring many rooms with customized features for users to interact with. Free Java applets such as *Cup-O Mud* are available to create a Web page with a chat window type interface for the telnet based *Jay's House Core*, while *enCore Xpress* is already Web-based. The only thing that is required for a MOO is some basic knowledge of programming concepts to be able to install and customize the virtual environment. *High Wired* and *MOOniversity* are excellent guides to programming and using a MOO as a virtual reference tool.

If programming is not one of your strongest assets, *AOL Instant Messenger*, *Netscape IRC* and Microsoft's *NetMeeting* are free and easy to install and run. But one important issue with these free programs is that the user needs to download and install a chat client before they can communicate with you. Here you run the danger of deterring users who need a fast answer or feel uncomfortable installing software on their own computers. If this is an issue, try *HumanClick's* free hosted service for one-on-one conversations with users. *HumanClick's* Java client downloads to user's computers very rapidly.

The variety of mid-range products include the IRC based *Conference-Room*, available at as low as \$495.00.

It's easy to install the *Conference-Room* server, and the Java-based IRC client installs itself on user's computers fairly rapidly. There are numerous options in the \$500 to \$6,000 range which include *ParaChat* and *Volano-Chat*, both Web-based chat client server programs. Many offer a hosted service, such as *ichat* or the purchase of chat server software to run yourself.

High-end programs such as *NetAgent*, *LivePerson* and *Virtual Reference Desk* are the most expensive but offer flexibility and powerful options that the other programs do not. These programs feature statistics keeping, logging of transactions and robot features that start the reference interview with users, sort of a virtual "triage." When a user logs on, the robot would greet them, tell them that a librarian would be with them shortly and proceed to ask the user a series of diagnostic questions. Librarians can then read the details of the interview and see that "John needs some help finding articles in FirstSearch." Librarians can also build knowledge bases of frequently asked questions and incorporate PowerPoint presentations into the chat program, to send or show to users as needed. The most powerful feature in my view is the ability to "push" a Web page to a user. These "pushed" pages automatically display on the user's computer, so that you KNOW what the user is seeing at the other end.

This article just briefly touches upon the wide number of software programs and hosted services that can be used to launch a virtual reference service. Consult Luckevich's article for a truly comprehensive list of features and issues to consider when deciding which chat program is right for your library and budget!

References:

Holmevik, Jan Rune and Cynthia Haynes. *High Wired: On the Design, Use, and Theory of Educational MOOs*. Ann Arbor: University of Michigan Press, c1998.

----- *MOOniversity: a Student's Guide to Online Learning Environments*. Boston: Allyn and Bacon, 2000.

Luckevich, Diana. "Chat Software." Web Developer's Virtual Library. June 2, 2000. <<http://wdvl.internet.com/Software/Applications/Chat/>> March 1, 1998.

NetLingo. <<http://www.netlingo.com/>>

Viles, Ann. "The Virtual Reference Interview: Equivalencies." IFLANET. Discussion Group on Reference Work Report. April 19, 2000. <<http://www.ifla.org/VII/dg/dgrw/dp99-06.htm>>. October 13, 1999. ■

Selected Chat, IRC & MOO Programs

AOL Instant Messenger

<<http://www.aol.com/aim/home.html>>

ConferenceRoom

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

Cup-O Mud

<http://www.du.org/java/CupOud/CupOud_docs.html>

HumanClick

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

ichat

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

LivePerson

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

Jay's House Core (MOO)

<<http://web.nwe.ufl.edu/writing/help/moo/jhc/>>

enCore Xpress (MOO)

<<http://lingua.utdallas.edu/encore/>>

NetMeeting

<<http://www.microsoft.com/windows/netmeeting/default.asp>>

Netscape IRC

<<http://home.netscape.com/>>

Virtual Reference Desk

<<http://www.lssi.com/virtual/>>

NetAgent

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

ParaChat

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

VolanoChat

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

COMPUTER APPLICATIONS: Examines how computers are used in library instruction. Promotes the use of computers by publishing a bibliography on computer applications for BI and maintaining a clearinghouse for information on computer software.

CONFERENCE PROGRAM: Plans the LIRT program for the ALA Annual Conference. Makes arrangements for speakers, room, handouts, and activities during the program.

CONTINUING EDUCATION: Conducts research and develops plans, actual materials, and directories to further the education and help meet the information needs of librarians engaged in user education.

ELECTION/NOMINATING: Prepares a slate of candidates for LIRT offices and maintains records on procedures, candidates, and election results. Solicits volunteers for



LIBRARY INSTRUCTION ROUND TABLE STANDING COMMITTEES

LIRT committees and maintains files of prospective committee appointees.

LIAISON: Attends and reports to LIRT Steering Committee and members about committees within ALA involved in library instruction activities. Distributes to conference attendees a listing of instruction-related programs and meetings at ALA Conferences.

LONG RANGE PLANNING: Develops short and long range plans for LIRT. Implements planning and operations for the activities of LIRT. Chaired by the president-elect.

ORGANIZATION & BYLAWS: Reviews, revises, and updates the organization manual of LIRT. Recommends to the Executive Board, and

through it to LIRT members, the establishment, functions, and discontinuance of committees and task forces. Maintains the Constitution and Bylaws of LIRT and recommends amendments to those documents.

NEWSLETTER: Solicits articles, prepares and distributes the LIRT newsletter. The Executive Board of LIRT serves as the Editorial Board for the LIRT newsletter.

PUBLIC RELATIONS/MEMBERSHIP: Publicizes LIRT purposes, activities, and promotes membership in LIRT. Develops brochures and news releases to inform members, prospective members, and the library profession about LIRT activities. Sponsors an exhibit booth at the Annual Conference.

Organizes BITES (meals for instruction librarians to meet for food and discussion) at the Midwinter and Annual conferences.

PUBLICATIONS: Establishes, maintains, and disseminates LIRT Publication Guidelines. Solicits ideas for publications and advises as to the appropriate means for publication. The LIRT newsletter editor and assistant editor are ex-officio members.

RESEARCH: Identifies, reviews, and disseminates information about in-depth, state-of-the-art research concerning library instruction for all types of libraries. Pinpoints areas where further investigation about library instruction is needed with a view toward the development of research proposals.

Two new committees:

ADULT LEARNERS and **TRANSITION FROM HIGH SCHOOL TO COLLEGE**

Committee Appointments are for 2 years. Appointments begin at the close of the annual conference and continue through the close of the annual conference in two years. For more information, contact Linda Chopra, telephone: (440) 244-1192, email: Linda.Chopra@lorain.lib.oh.us, or see the address on the Committee Volunteer Form on next page.



Library Instruction Round Table News
c/o Lorelle Swader
American Library Association
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Chicago, IL 60611