San Jose State University
SJSU ScholarWorks

Faculty and Staff Publications | Library

June 2001

Academic Librarianship: Changing Roles in the Digital Age

Yuhfen Diana H. Wu
San Jose State University, diana.wu@sjsu.edu

Follow this and additional works at: https://scholarworks.sjsu.edu/lib_pub

Part of the Library and Information Science Commons

Recommended Citation
Yuhfen Diana H. Wu. "Academic Librarianship: Changing Roles in the Digital Age" *San Jose State University* (2001).

This Presentation is brought to you for free and open access by the Library at SJSU ScholarWorks. It has been accepted for inclusion in Faculty and Staff Publications by an authorized administrator of SJSU ScholarWorks. For more information, please contact scholarworks@sjsu.edu.

Academic Librarianship: Changing Roles in the Digital Age

Yuhfen Diana Wu

dwu@email.sjsu.edu

Mengxiong Liu, Ph.D.

mliu@email.sjsu.edu

San Jose State University

ACRL Standards:

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

More Standards

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

Changes in Responsibilities

	Traditional	New/current
Location:	reference desk	virtually anywhere in the world as long as users have access to the Internet
Interaction:	one-on-one, face-to-face, or over the phone	via electronic medium: email, digital reference services over the Internet
Timeframe:	when libraries are open	24x7 with global collaboration

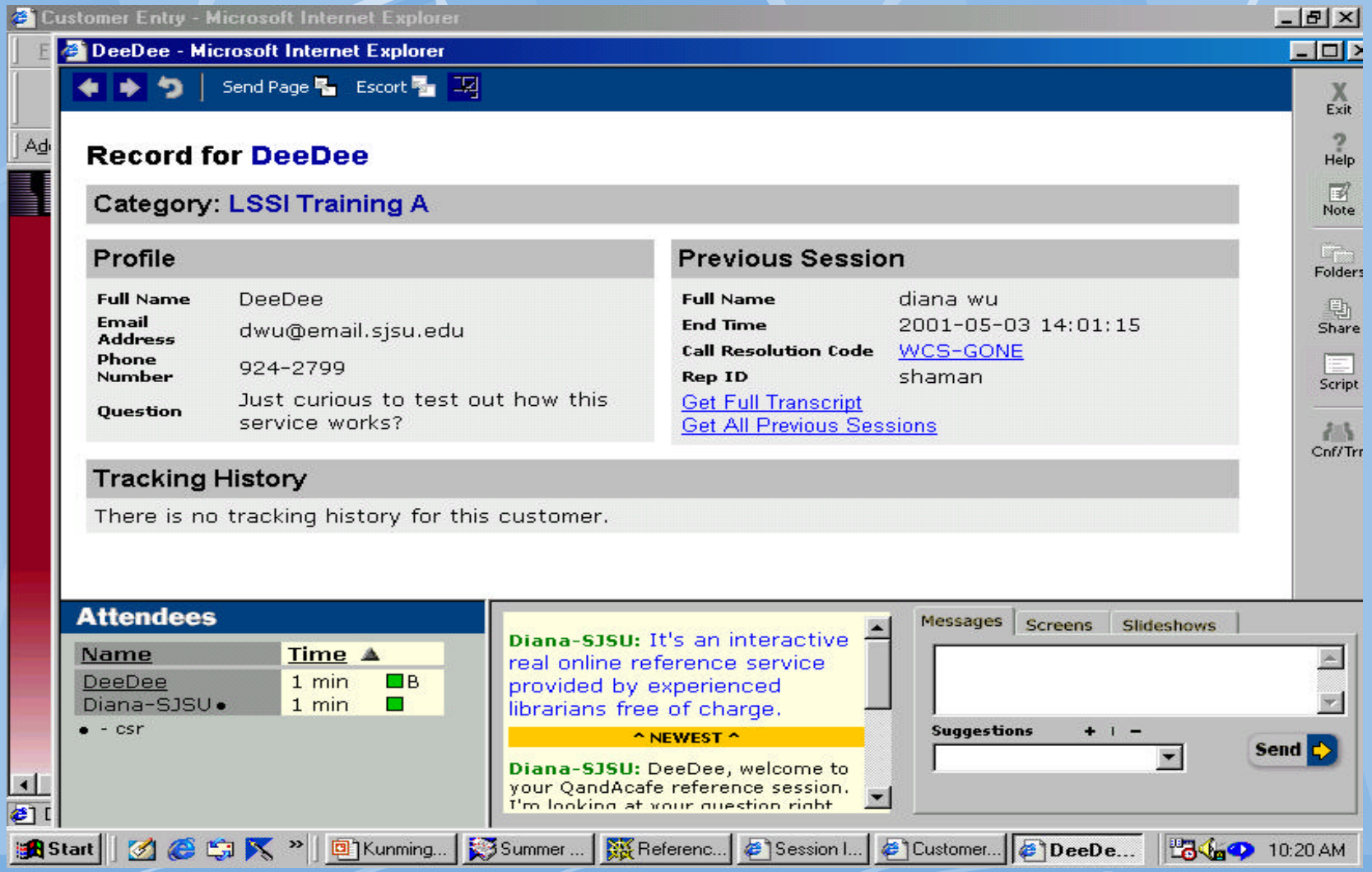
Attitude:	**passive as a facilitator**	**proactive as a teacher, a partner with the academic teaching faculty**
Media:	**print materials, stand-alone CD-ROM stations, commercial database, such as Dialog**	**Interactive World Wide Web stations and print materials**

Electronic Reference Services

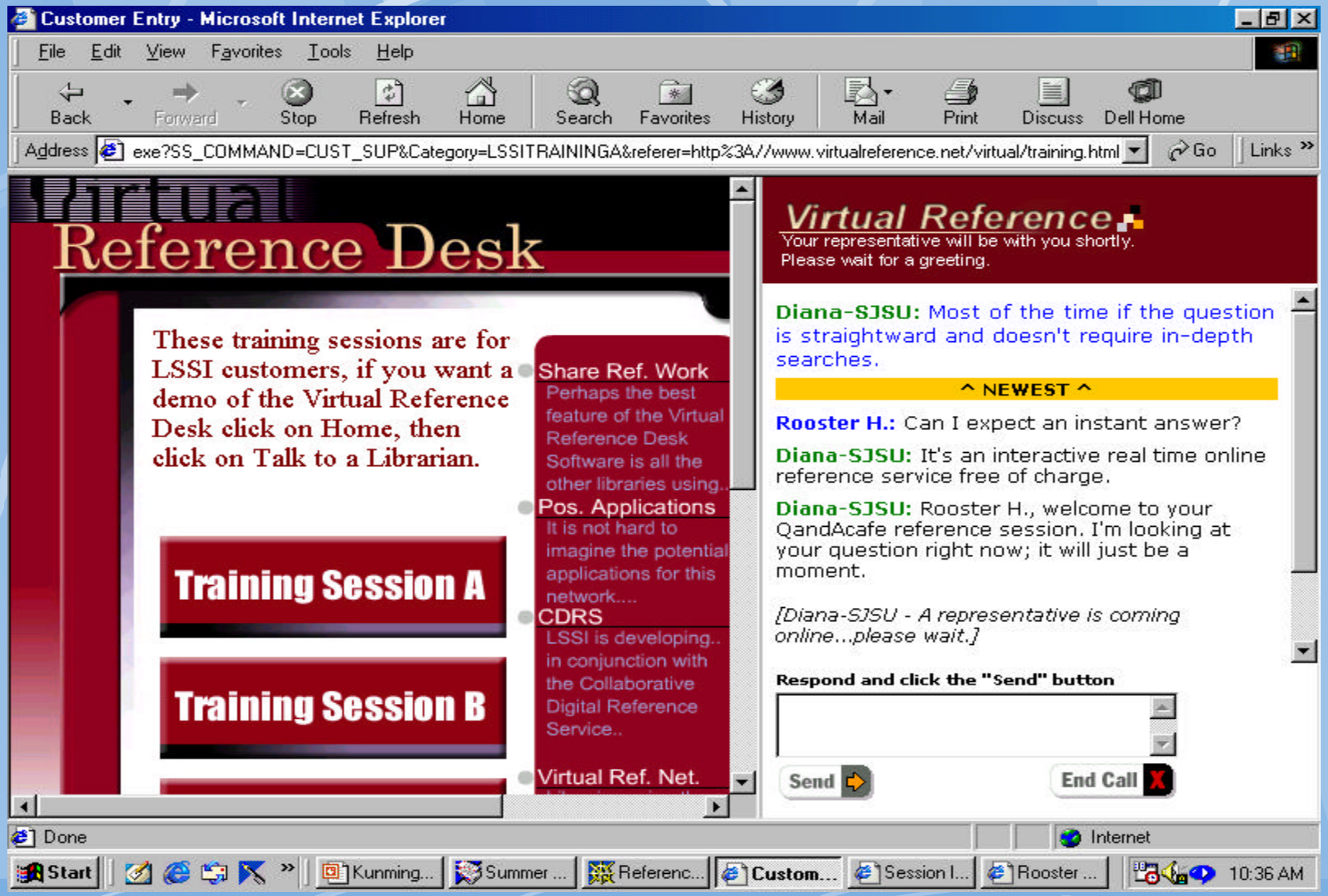
- Active Campuses:
  - Cornell, MIT, and Syracuse, UC Irvine
- Software Applications:
  - Anexa.com, ConferenceRoom, eGainLive, eGainVoice, eShare NetAgent, HumanClick, LiveAssistance, LiveHelper, LivePerson Chat, VirtualRef Desk, WebLine, and AOL Instant Messenger

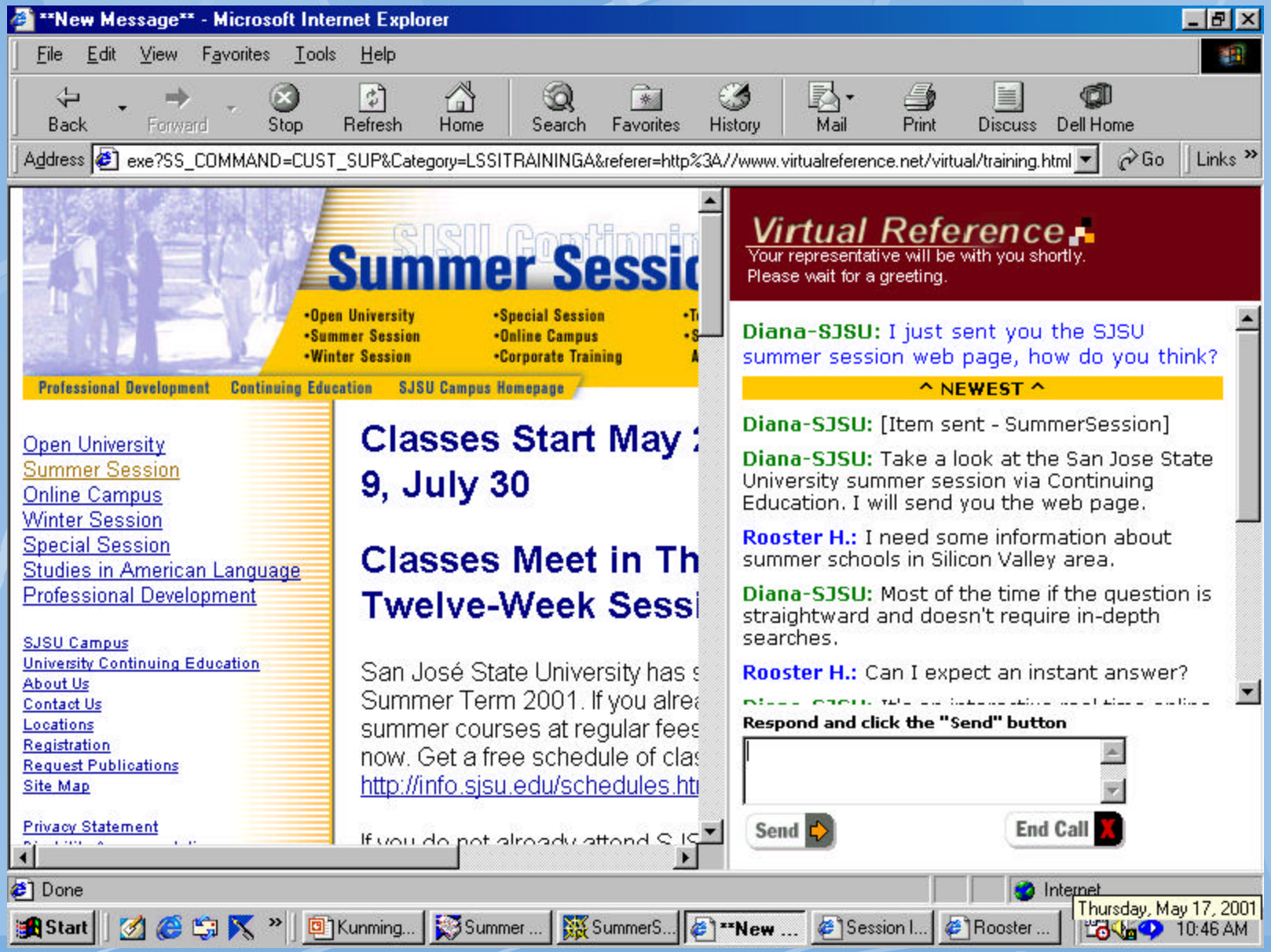
Log-on Screen for Virtual Reference Desk

A Librarian's Interactive Screen

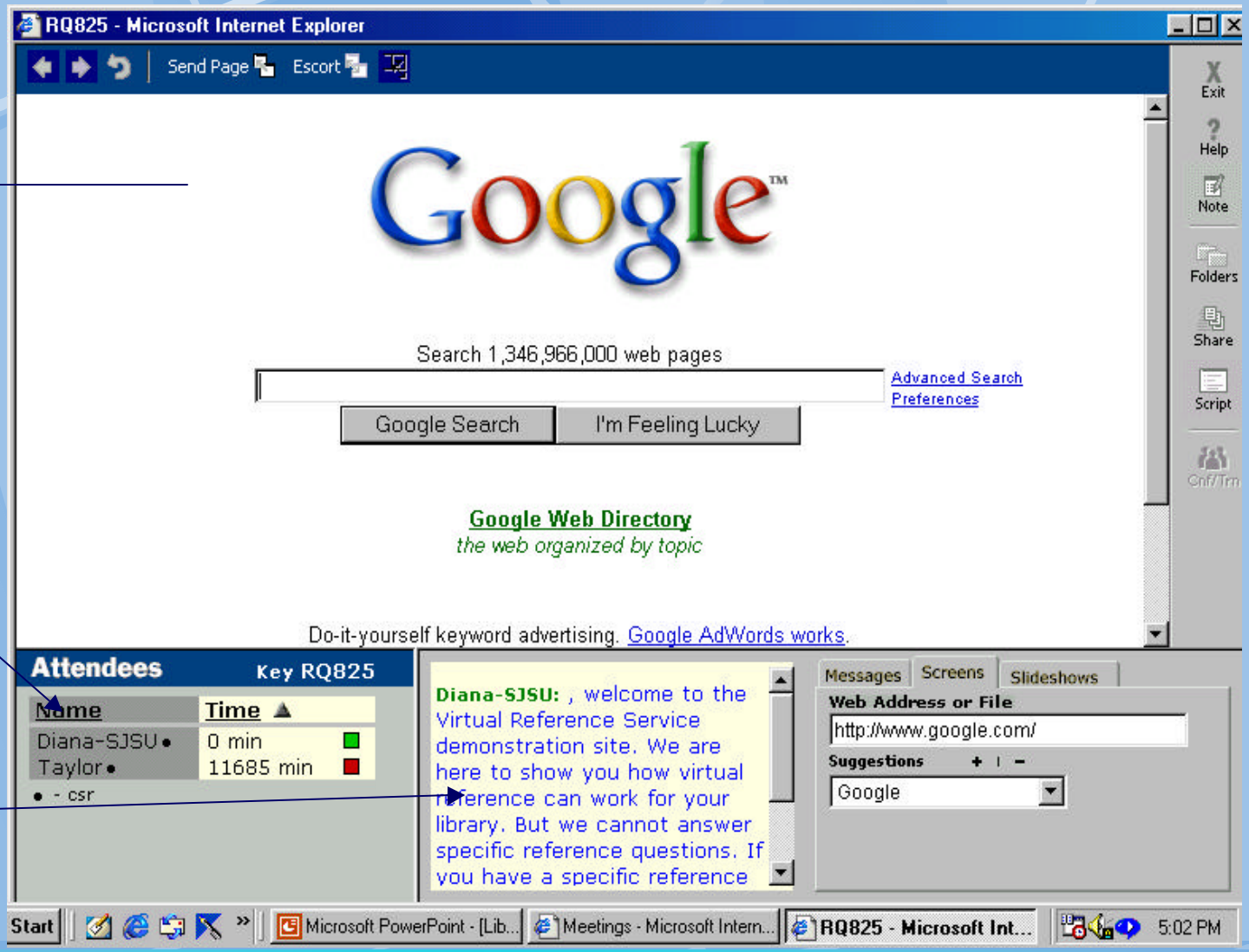


A Patron's Screen




New Message - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History Mail Print Discuss Dell Home
Address exe?SS_COMMAND=CUST_SUP&Category=LSSITRAININGA&referer=http%3A//www.virtualreference.net/virtual/training.html
Go Links
Summer Sessio
•Open University
•Summer Session
•Online Campus
•Winter Session
•Special Session
•Online Campus
•Corporate Training
Professional Development Continuing Education SJSU Campus Homepage
Open University
Summer Session
Online Campus
Winter Session
Special Session
Studies in American Language
Professional Development
SJSU Campus
University Continuing Education
About Us
Contact Us
Locations
Registration
Request Publications
Site Map
Privacy Statement
Classes Start May
9, July 30
Classes Meet in Th
Twelve-Week Sessi
San José State University has
Summer Term 2001. If you alre
summer courses at regular fee
now. Get a free schedule of cla
http://info.sjsu.edu/schedules.ht
Virtual Reference
Your representative will be with you shortly.
Please wait for a greeting.
Diana-SJSU: I just sent you the SJSU summer session web page, how do you think?
^ NEWEST ^
Diana-SJSU: [Item sent - SummerSession]
Diana-SJSU: Take a look at the San Jose State University summer session via Continuing Education. I will send you the web page.
Rooster H.: I need some information about summer schools in Silicon Valley area.
Diana-SJSU: Most of the time if the question is straightward and doesn't require in-depth searches.
Rooster H.: Can I expect an instant answer?
Respond and click the "Send" button
Send
End Call
Done
Internet
Start
Kunming...
Summer ...
SummerS...
**New ...
Session I...
Rooster ...
Thursday, May 17, 2001
10:46 AM

More Interactive Screen

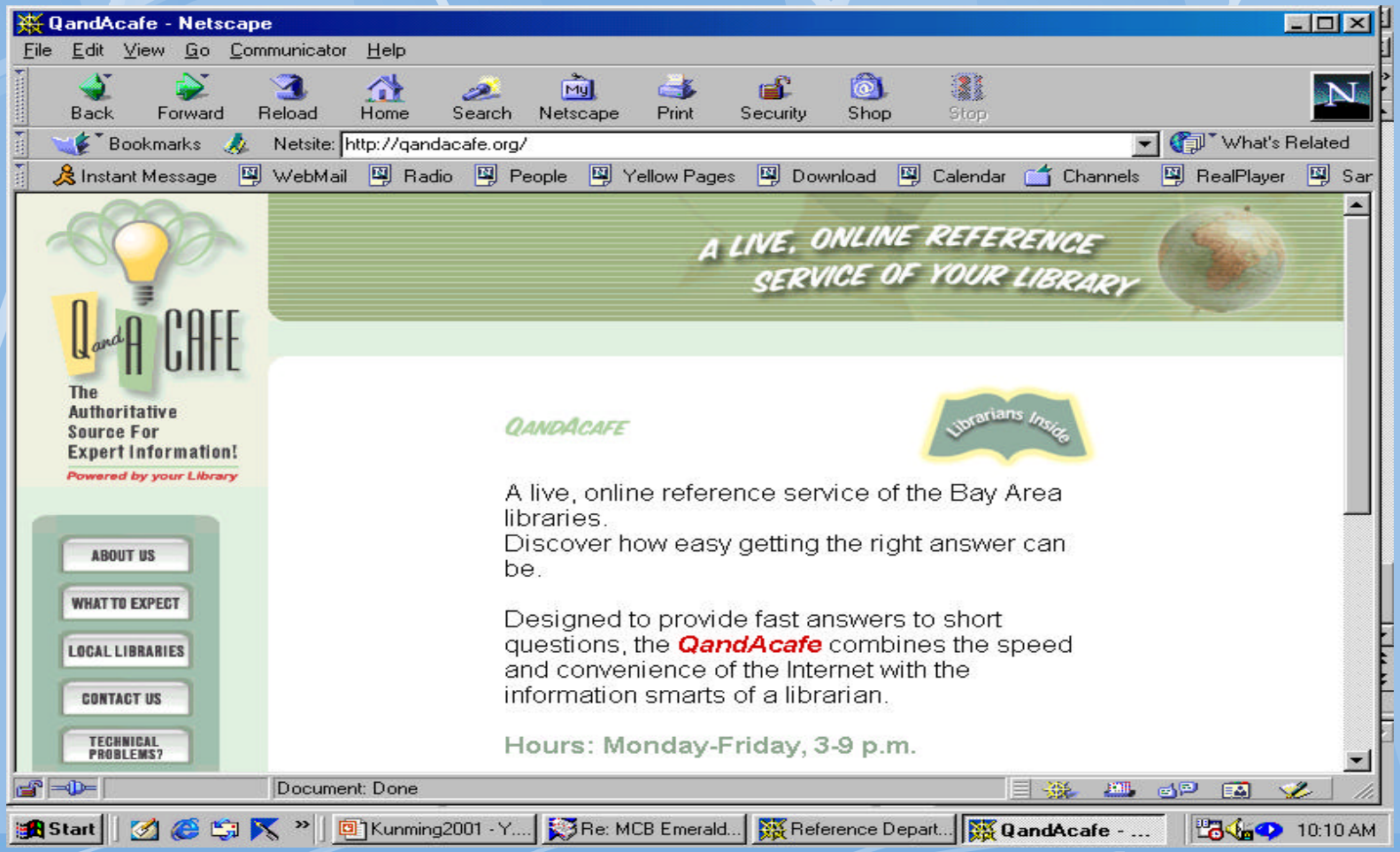


A WWW page

Session Status

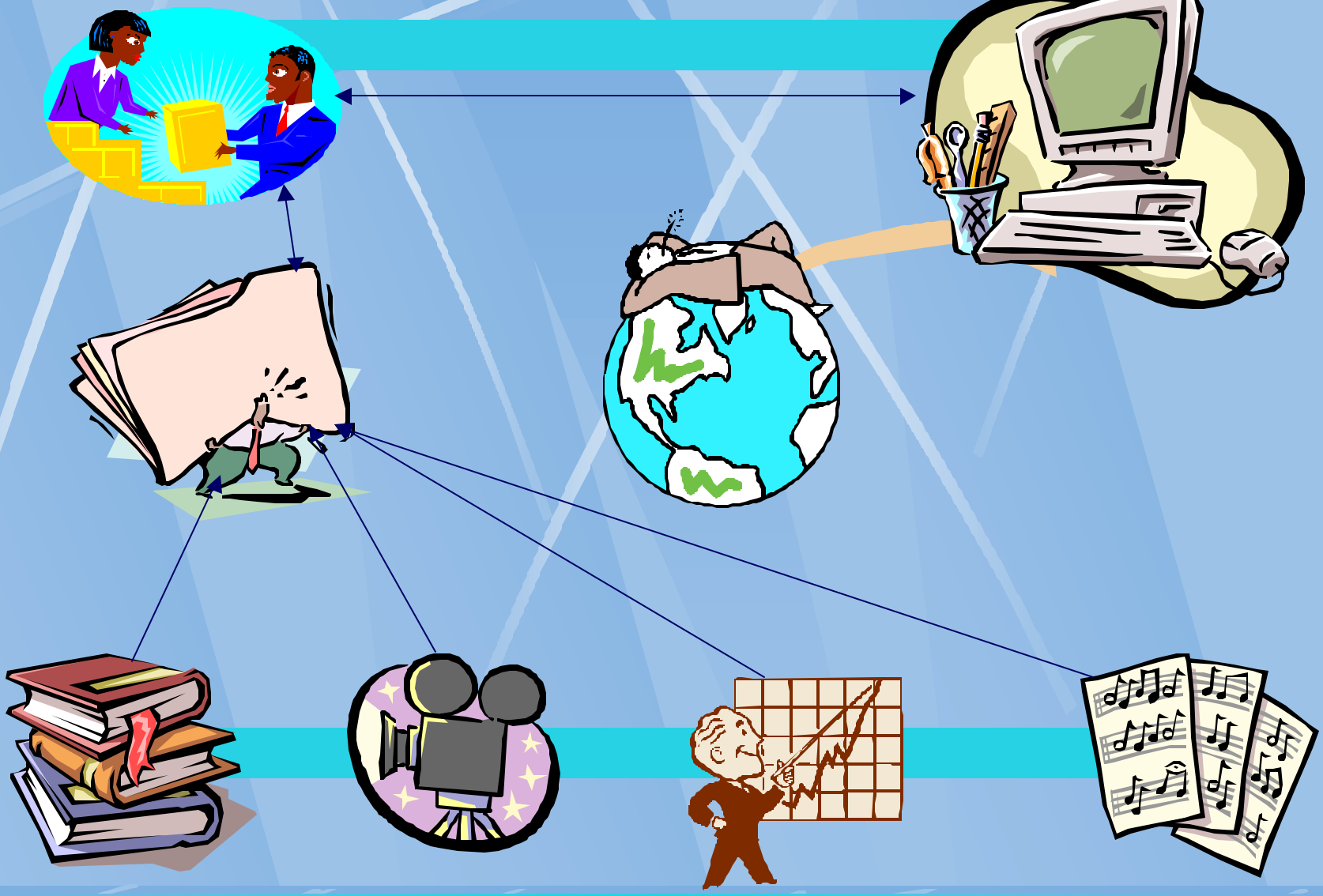
Exchanging message

Q&A Café Home Page



Challenges:

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

Participation & Survival

- **Theme of LITA 2000 National Forum- High Tech/High Touch: the Human Aspects of Technology (Librarians)**
- **Collaboration with the Campus Community - Teaching and Research Faculty**