

**Meeting Minutes/Summary**  
**October 2007 Members Council Meeting**

**Group Name:** Reference and Social Networking Service Group

**Prepared and submitted by:** Sonya Oliver

Have the minutes been reviewed by the group chair? Yes  No

Meeting minutes should be concise (not exceed two pages), summarize major discussion points, and be reviewed and approved by the group chair. **Recorders, please email your meeting minutes to Bunny Gunderson (gundersb@oclc.org) by the close of business on Tuesday, November 6.**

**Attending:**

Beth Barlow, OCLC Canada; Barbara Berg, OCLC Western; Sherrie Bergman, NELINET; Stewart Bodner, Nylink; David Bradbury, OCLC PICA; Suzanne Butte, OCLC; Klaus Ceynowa, OCLC PICA; Laura Endress, OCLC; Jasmine de Gaia, OCLC; Kathy Fishbaugh, OCLC; Anne Marie Gold, OCLC Western; Jay Jordan, OCLC; Susan McGlamery, OCLC; Lyn McKinney, OCLC Western; Beverly Obert, ILLINET; Jeff Penka, OCLC; Jean Poland, Nylink; Bob Robertson Boyd, OCLC; Paula Rumbaugh, OCLC; David Schappert, PALINET; Roberta Shaffer, FEDLINK; Elsie Weatherington, SOLINET.

**Meeting Minutes/Summary:**

The group reviewed the top six presentation topics for the February 2008 Members Council meeting that resulted from the October 22 brainstorming session. The topics are included at the end of this report.

**QuestionPoint Update [Jeff Penka and Susan McGlamery, QuestionPoint Product Managers]**

Susan and Jeff spoke about recent and upcoming QuestionPoint enhancements and growth of the 24/7 Reference Cooperative. The presentation and update documents they distributed are attached to this report.

An imminent enhancement the group discussed at length is a "presence manager", a simple web-based configuration tool that will give library staff a single URL to link to hosted forms for chat, question forms, email, a widget and other potential features in the future.

The planned widget will enable library staff to easily embed access to their virtual reference services into Web services that are popular with library users. A QuestionPoint widget will differ from other standard widgets in a number of ways, significantly:

- Most widgets connect to a single person; a QuestionPoint widget could potentially connect users to the entire cooperative of QuestionPoint librarians.
- While standard widgets (including Meebo connections to IM) are not particularly secure, a QuestionPoint widget would link people into the secure environment of the QuestionPoint service that has been built to protect the confidentiality of library users. In QuestionPoint, librarians control librarian and user data.
  - o Libraries with strict security structures, especially most schools, will potentially be able to use the more secure QuestionPoint widget.

The group also suggested that once the widget is available, librarians could ask providers of other online services to add it to their service interfaces. Some providers might welcome including a link to library staff for help instead of pushing more people to their internal support teams.

S. Bodner invited Paula Rumbaugh to provide an update on the QuestionPoint Knowledge Base (KB) for the group. He noted that New York Public has no other way to capture the intellectual capital of its reference librarians. Paula shared the following information about the QuestionPoint KB:

- QuestionPoint offers a Global KB and local KBs. Librarians can choose to develop local KBs for questions and answers from their library or library group.

- Both types of KBs can be made available to the public, and OCLC is seeing an increasing number of libraries take advantage of this option.
- Libraries may load pre-existing KBs into a QuestionPoint KB.
- There are now more than 16,000 records in the Global KB.
- OCLC is investigating an API service related to the KB to enable access from other online services.

S. Bodner commended QuestionPoint Product Management for their responsiveness to customer feedback on the service.

### **Social Networking [Bob Robertson Boyd and Laura Endress]**

Bob summarized OCLC's recent releases of social functionality into WorldCat:

- Reviews (August 2006)
- User profiles (May 2007)
- List creation (June 2007)
  - o Approximately 25,000 lists now available
- Citation formatting for lists (September 2007)

Examples of some libraries' use of WorldCat lists include:

- Newly cataloged state publications in Alaska: [www.worldcat.org/profiles/asldocs/lists](http://www.worldcat.org/profiles/asldocs/lists)
- Descriptions of materials owned (New York Landlord Tenant resources): [www.worldcat.org/profiles/jfcantwell/lists/15839](http://www.worldcat.org/profiles/jfcantwell/lists/15839)
- Promotion of specific collections: [www.worldcat.org/profiles/csbcdbooks/lists/18543](http://www.worldcat.org/profiles/csbcdbooks/lists/18543)
- "How to" resources: [www.worldcat.org/profiles/library\\_mistress/lists/8017](http://www.worldcat.org/profiles/library_mistress/lists/8017)

OCLC plans to expand the social networking features available in WorldCat in the coming months. They will begin to tie reviews and lists to user profiles, and also plan to add user tagging and an option to add personal recommendations.

Bob encouraged delegates to send their suggestions and feedback on current functionality to the social networking team at OCLC:

- Jasmine de Gaia ([degaiaj@oclc.org](mailto:degaiaj@oclc.org)) : Social services strategy
- Laura Endress ([endressl@oclc.org](mailto:endressl@oclc.org)): Research/citations tool
- Bob Robertson-Boyd ([robertsb@oclc.org](mailto:robertsb@oclc.org)) ; Skype/AIM/MSN: bobrobboy ; <http://www.worldcat.org/profiles/bobrobboy/>): Social platform

### **General feedback from the Service Group:**

1. S. Bergman's library (Bowdoin College) has added LibraryThing to its Innovative catalog.
2. Tagging will be a big help, because searching today's OPACs can be challenging for library users.
3. B. Berg noted that the lists of Alaska documents on WorldCat replaced a previous hard copy distribution of this information.
4. L. McKinney commented on security issues she faces at her high school library. She cannot use chat for reference because of a conflict with the school's firewall.
5. K. Ceynowa noted that the more serious researchers at his library (Bayerische Staatsbibliothek) do not like the option for users to add personal reviews to records in library catalogs, while the more casual or undergraduate level searches like this feature very much.

## Recommended Agenda Items for Next Meeting:

The six recommended topics and speakers for the February 2008 meeting are:

Topic	Presenter	Contributor	Comments
Social networking using Facebook, user-contributed tags	Jasmine de Gaia	Barbara Berg	Include geographically-related social network spaces (Phyllis Christianson)
3D Web: "The next big thing for libraries?"	Klaus Ceynowa	Klaus Ceynowa	Previously referenced as "The Library as a Video Game"
4-state rollout of a PLin Kit (Public Library Interface Kit)	Beverly Obert	Beverly Obert	
Widgets and their applications	Jeff Penka	Stewart Bodner	Includes IM
Using WebJunction to support a multitype library network	Beverly Obert	Stewart Bodner	
Delivering library services via cell phones	Jeff Baskin	Stewart Bodner	

## Question Point documents:



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## Social Networking resource document:



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