

Meeting Minutes/Summary
February 2009 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

Attending:

(Note that not all attendee names were captured due to issues with the web conferencing tool used for this meeting.)

Members Council Delegates:

Bev Obert, Chair
Beth Barlow, OCLC Canada
Stewart Bodner, Nylink
ChewLeng Beh OCLC Asia Pacific
Poul Erlandsen, OCLC EMEA
Lorraine Haricombe, BCR
Jan Ison, ILLINET
Charles Kratz, PALINET
Mary Ann Laun, OCLC Western
Lyn McDonald, FEDLINK
Lyn McKinney, OCLC Western
Loretta Parham, SOLINET
Jean Poland, Nylink
Robert Shupe, Amigos
Ann Van Camp, FEDLINK
Cathy Wilt, PALINET

Board of Trustees:

Larry Alford
Ed Barry
David Roselle

OCLC Staff:

Chrystie Hill
Sonya Oliver
Jeff Penka
Paula Rumbaugh
Rich Van Orden

Meeting Minutes/Summary:

QuestionPoint Update (Jeff Penka)

[[Jeff's presentation](#) is available on the OCLC Web site.]

Jeff highlighted membership statistics and new members of the QuestionPoint community (details in [his presentation](#)).

Recent and upcoming changes to the service support the general theme of simplification of both librarian and library user experiences on QuestionPoint. Recent enhancements include an enhanced chat interface, faster response time, connectivity

messaging and re-sizing interface panes. Planned enhancements include rapid searching across all collections and secure transmission channels (https).

In response to a question about the co-browse feature, Jeff confirmed that the current co-browse option will continue to be available. OCLC is also investigating other possible options.

Jeff also provided a status report on the joint project of OCLC, Syracuse University and the University of Washington that is funded by the MacArthur Foundation. The "Reference Extract" project is an international effort to explore the creation of a more credible Web search experience based on input from librarians around the globe. Additional information about the project is here: <http://referenceextract.org>

Engage your community with social learning tools (Chrystie Hill, Director, Community Services, WebJunction)
[[Chrystie's presentation](#) is available on the OCLC Web site.]

Chrystie introduced WebJunction and the social learning tools it provides for library staff. WebJunction tools include synchronous and asynchronous options for community members. The Wimba Classroom™, for online meetings, classes and programs is an example of a synchronous tool. Asynchronous tools include:

- A "My WebJunction" page where members can keep track of the activities, interests and contributions within the WebJunction community
- A new catalog of more than 700 online courses that now allows users to add comments and ratings.
- Member-contributed content.
- Online discussions that are integrated with content on the site.
- The option for members to build groups around common areas of interest. This option is available for people outside the WebJunction community as well.
- Support for new users in the form of videos, content on the site and the WebJunction support team.

Fifteen state libraries currently maintain WebJunction Community Partner sites, along with a number of other communities of interest. A new "globalcouncil.webjunction.org" site will be available soon to support the new OCLC Global Council.

A member inquired about the possibility of creating a WebJunction community for libraries in the Asia Pacific. Chrystie confirmed that WebJunction will work with any group interested in establishing a community site. The WebJunction community currently includes people from a number of different countries.

Chrystie concluded her presentation with an invitation to service group members to friend her on WebJunction.org

Standard agenda topics for Reference & Social Networking Regional Service Groups discussion (Bev Obert, ILLINET)

Bev shared the following potential standard agenda topics for the new Reference and Social Networking regional service group discussions:

- OCLC Update on WebJunction (social networking). This would include questions from OCLC to the service group about new product developments.
- Discussion on uses of WebJunction by members of the Regional Service Group.
- OCLC update on Question Point (reference). This would include questions from OCLC to the service group about new product developments.
- Discussion on uses of QuestionPoint by members of the Regional Service Group.
- New Initiatives from OCLC in reference or social networking.
- Questions/suggestions from Service Group members to OCLC on WebJunction or QuestionPoint on functionality, enhancements, etc.
- Others topics from the group.

Recommended Agenda Items for Next Meeting:

Bev invited members of the Service Group to send suggested agenda topics for the May meeting to her at bevo@rpls.org

Addendum:

Following the formal meeting, several members in the Dublin meeting room suggested the following agenda topic for May:

- Discuss how to increase library use when the physical library is closed, especially as a strategy for providing continuous service when budget cuts reduce staffing or library hours.