

Ask A Virtual Librarian

When real time questions arise in a 24-hour world, virtual reference assistance offered around the clock is the answer. Consider these scenarios:

- 11:57 a.m. EST, Washington, D.C.—Department of Homeland Security personnel need information on remote border patrols;
- 5:10 p.m. EST, researchers at the Centers for Disease Control need the latest information on a specific biological agent;
- 7:57 p.m. EST, onboard ship in the Indian Ocean—a sailor needs information for graduate level course work;
- 9:57 p.m. EST, Islamabad—State Department personnel need current import/export information;
- 1:57 a.m. EST, Korea—Department of Defense personnel need the latest maps of rivers nearby.

What do these times and sites have in common? U.S. government person-

nel, both military and civilian, have immediate information needs that can be answered via a Virtual Information Network (VIN). All of these questions can also be answered quickly and efficiently by tapping into a unique virtual reference service that multiple vendors offer with real-time, virtual products that manage reference transactions, both online and in person.

Virtual or digital reference services, sometimes referred to as “Ask A Librarian” services, are Internet-based question-and-answer products that connect users to experts with subject expertise. The Internet is used to connect *users* with *the right people* who can answer questions and support the development of skills.

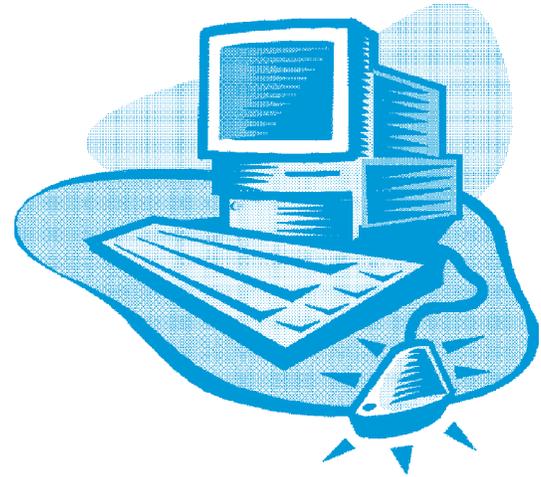
Types of virtual/digital reference include

–*asynchronous digital reference*, such as email and Web-form questions, which is used when a patron submits a question electronically and the librarian responds in kind at a later time and

–*synchronous digital reference*, such as chat and voice over IP (Internet Protocol), which is used when the patron and librarian need to communicate in real time.

User as Information Catalyst

When the library user clicks the “Ask” button, she sets a sophisticated chain of events into motion. Her question first enters the local reference



librarian’s queue of new questions for the local library administration to decide whether to use Web-based email submission forms to communicate with the library user or opt for the built-in chat utility either to talk directly with the user during specific, pre-determined times or have the user access round-the-clock chat rooms that can be of assistance.

The chat features allow the reference librarian to communicate with the patron in real time to clarify or answer the question on the spot or forward the request on to local staff members who can research the question and respond. If the staff wants additional help in answering the question, the question can also be routed to other members of a participating reference group or reference network, with access to libraries with specialized expertise or resources.

When a subject specific service receives questions that are in its stated

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Virtual or digital reference services, sometimes referred to as “Ask A Librarian” services, are Internet-based question-and-answer products that connect users to experts with subject expertise.

scope area, the local specialist answers the question. But if the virtual reference product allows for cooperative reference within a given group or consortium for out of scope questions, reference staff can forward those questions on to their local group for additional assistance. Should a question require more research and expertise, it can be handled by one of the specialists available on a wider, or possibly global, reference network.

Flexibility Is Part of the Design

Depending upon how a library or information center configures their VIN, they can choose to tackle requests at the local librarian level (the home institution of the information user) or the local librarian can forward an inquiry on to a colleague at a sister institution through a group reference network. The colleague could then access special resources owned at his library or information center, locate the information, answer the question and send an alert back to the local institution or patron. With these virtual tools in place, either the local librarian or the librarian at the sister agency can answer the question directly or use their specialized knowledge base to route the question within an integrated reference network that instantly identifies the institution best able to answer a specific question.

The result: libraries and organizations worldwide may be committed to collaborative, digital reference service that can share expert resources and answers for library users worldwide.

Automated Workflows Enhance the Network

To streamline future inquiries and best identify specialized sources, local institutions can also maintain a local knowledge base of previously asked and answered reference questions. At the broader level, the entire reference network and/or the VIN software vendor also maintains the wider knowledge base of previously asked and answered questions to streamline responses to common questions.

Additional tools also provide a variety of reporting features for the library or information center. These statistical reports on the type and level of reference activity help make management and collection decisions, demon-

strate trends for funding proposals and measure user satisfaction levels.

Explore the Virtual Network

As patrons move from the reading room to the World Wide Web, librarians are ready to meet their needs with virtual information services. To do this effectively, they need practical information and products to begin to provide virtual reference service for their agencies. The following institutions and organizations are in the vanguard of developing and implementing VINs that will deliver reference from the right source to the right user, no matter the time, day, issue or agency.

The Virtual Reference Shelf – Selected Web resources compiled by the Library of Congress.

(<http://www.loc.gov/rr/askalib/virtualref.html>)

The Virtual Reference Desk and DIG_REF listserv – Information on the advancement of digital reference and creation and operation of human-mediated, Internet-based information services sponsored by the U.S. Department of Education. (<http://www.vrd.org/>)

QuestionPoint (Cooperative Virtual Reference) – Resources for users of the QuestionPoint Virtual Reference Service complete with news and product updates, assistance for new and experienced users, and community features that extend and enhance the collaborative nature of the service. (See also “OCLC News,” Page 5.)

(<http://www.questionpoint.org/>)

The Internet Public Library – Hundreds of the most popular questions and answers listed on the Frequently Asked Reference Questions Page. (<http://www.ipl.org/>)

Washington State – A statewide virtual reference project.

(<http://wlo.statelibrary.wa.gov/services/vrs/aboutvrs.cfm>)

Digital Reference Service Bibliography – A bibliography with more than 600 items about online/virtual/digital reference services including information on providing reference services and collaboration between library user and librarian, in a computer-based medium.

(<http://www.lis.uiuc.edu/~b-sloan/digiref.html>) ■

Tarr Joins Information Summit on Content Buyers

On January 27, Susan M. Tarr, FLICC's Executive Director, joined a panel discussion of content buyers at the third annual Software and Information Industry Association (SIIA) Information Industry Summit. Joining more than 300 people at the Union League Club of New York City, Tarr gave leading CEOs an update on FEDLINK's key purchasing issues.

SIIA sponsors the summit for information executives to discuss how the digital information and content industry is preparing for the future. This year, the conference gathered a number of top executive perspectives on issues such as the financial outlook for the information industry, how CEOs manage difficult times and encourage



Susan M. Tarr, FLICC Executive Director

User Statistics – Librarians need standardized data from across the industry so they can refine their end user requirements based on usage to avoid paying for everything with each vendor.

General Licenses – Federal contracting laws require usage licenses that follow the Federal Acquisitions Regulations and Defense Federal Acquisitions Regulations; otherwise libraries and information centers cannot legally sign vendors' end-user agreements.

Fair Use – Federal information customers need to be able to share electronic data on a par with how print resources are shared, especially when the information is authored at government expense.

...more than half of U.S. federal library purchases are still in print resources, in part because of the uncertainty of vendor archiving plans.

—Susan M. Tarr

growth, the creative approaches information buyers are implementing to use or buy information, and variables that will affect the developing content environment.

Tarr participated on a panel of content buyers who addressed how their purchasing decisions affect the industry. The session looked at the information industry's largest buyers and focused on this market segment's gaining importance and the complexity of its information needs.

Tarr identified seven key issues for the audience: fair pricing, enterprise licensing, user statistics, general licenses, fair use, perpetual access and integrated solutions.

Fair Pricing – Industry leaders should consider their pricing structures to avoid charging a large agency for 100,000 users when only 800 staffers have a need for the information.

Enterprise Licensing – Federal agencies need the flexibility for information specialists to merge like end users from multiple branches of the same agency into a single agreement and price.

Perpetual Access – Federal libraries and information centers need new solutions for perpetual access to digital data without having to turn to paper for collection archiving.

Integrated Solutions – Librarians need expanded topic mapping of diverse taxonomies to customize information delivery for end user groups across multiple databases. Software resolvers should be able to take a user seamlessly from citation to full-text access across vendor databases with ownership and fees transparent to the user.

Tarr also pointed out that more than half of U.S. federal library purchases are still print resources, in part because of the uncertainty of vendor archiving plans.

The content buyers panel was moderated by Hal Espo of Contextual Connections, joined by Lucy Lettis, Marsh, Inc; Jim Neal, Columbia University; and Julia Urwin, Astra Zeneca Corp.

For a compilation of the presentations and other panel discussions, visit

http://www.paidcontent.org/pc/arch/cat_siia.shtml. ■



FirstSearch Links to New JSTOR Collection

FirstSearch libraries that also subscribe to JSTOR's new Arts & Sciences IV collection can set up links from records in FirstSearch databases to full-text articles in JSTOR.

As with other JSTOR collections, libraries enable this link in the FirstSearch administrative module on the *Resource Linking -> Outbound Linking* page. The Arts & Sciences IV collection includes business, education, law, psychology, and public policy and administration titles. For more information about the JSTOR Collection, visit their Web site at <http://www.jstor.org/about/collection.list.html>.

WorldCat Database: Open URL Linking Enhanced

OpenURL links now appear in all WorldCat records on FirstSearch, including records for sound, visuals, scores, Internet, Computer, Archival, and Maps.

Earlier, these OpenURL links were limited only to WorldCat records for books (including ebooks), articles and journals. Additionally, users in the *Dissertation Abstracts Online* database in OCLC FirstSearch can now link to the full text of the dissertation if their libraries have licensed this full text from a partner information service and set up their OpenURL resolvers to be compatible with v1.0 OpenURLs. For more information on WordCat, point your browser to <http://www.oclc.org/worldcat/>.

OCLC FirstSearch Has New Look and Options

The OCLC FirstSearch service, the online reference service for libraries, has a new, updated appearance along with a new, integrated resource sharing interface for library staff, improved navigation and more customization options.

Among the new FirstSearch features and enhancements:

- New branding areas are located at the top of the screen where libraries or consortia can choose to display text, logos and images, helping libraries to better integrate FirstSearch with other electronic resources they provide. Librarians can select from one of four pre-defined color palettes or designate their own custom colors.
- New capabilities that allow library staff to make resource sharing requests directly within FirstSearch.
- A new basic search screen with additional search term boxes and fewer limiters to keep search options simple.
- A new "Go to page" feature that allows users to go directly to a location in the interface rather than having to select multiple navigation links.

FirstSearch offers a variety of linking capabilities to and from its databases. The newest linking agreements are with *Bowker's Ulrich's*, a periodicals directory that now links to library ownership information in WorldCat; *TDNet*, a database of e-journal Web sites that now links to OCLC FirstSearch Electronic Collections Online e-journals; and *CISTI* (Canadian Institute for Scientific and Technical Information), a source for full-text document delivery. ■

Questions:

Call a FEDLINK OCLC
Information Specialist
at (202) 707-4848,
or email us at
askocfno@loc.gov

Reminder:

OCLC is on the
World Wide Web at
<http://www.oclc.org/home>

Please Note:

Subscribe to
OCLCFED
the FEDLINK OCLC listserv:
Send message
*subscribe oclcfed yourfirstname
yourlastname*
to
listserv@loc.gov
and confirm
within 48 hours.

QuestionPoint Update

QuestionPoint is a unique virtual reference service for library users. While QuestionPoint takes advantage of the Internet, it goes beyond the limitations of the Web to incorporate libraries' best reference techniques and to answer questions using all the available resources of member libraries, not just the digital ones.

QuestionPoint a cooperative development effort between the Library of Congress and OCLC—both with pioneering experience in the new technologies of information and library sciences—has raised the bar and redefined virtual reference as a combination of a variety of technologies to accomplish broad reference goals.

QuestionPoint is comprised of two major service components:

- A *virtual reference service* for library users, which takes advantage of the expertise and resources of your library as well as all the QuestionPoint libraries working together to find the answer to the library user's question.
- A *professional service* created, maintained and used by the member libraries, which enables local administrators to manage local reference functions, participate in a global library initiative and access local and/or global knowledge bases.

The library user's virtual reference service can be accessed online through the QuestionPoint subscriber's own Web site, with custom-designed screens that invite a question and other pertinent information about the patron's need. This access to QuestionPoint is available on the same basis as the member's Web site—up to 24 hours per day, seven days per week. Library users can also interact directly with QuestionPoint staff at the subscriber's designated hours via

QuestionPoint's online chat functionality.

To illustrate QuestionPoint in practice, a QuestionPoint subscription includes these four features:

- Access to a professional community of librarians working together to develop standards, best practices, and the QuestionPoint service based on their experiences and needs.
- An interface that enables libraries to offer online reference services locally and to refer questions to libraries locally, regionally or globally.
- Tools to support synchronous and asynchronous digital reference including

walk-up questions, email, Web-based forms and live chat, including the ability for librarians to see and

talk with library users over the Internet.

- The ability to route and track the status of questions, including system views for the user, the librarian and the administrator.

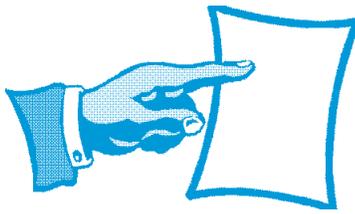
QuestionPoint helps manage all reference transactions, both online and in-person. Statistical reports based on the type and level of reference activity help make management decisions, demonstrate trends for funding proposals and measure user satisfaction levels.

Local and global knowledge bases store previously asked and answered questions for later retrieval and use as a reference resource. Usage statistics and reports are also available to help librarians implement and maintain QuestionPoint successfully in their libraries. QuestionPoint integrates with other virtual reference systems that participating libraries already use through a customizable administrative module.

Cooperation and collaboration are the keys to QuestionPoint's power and success. OCLC is a proven leader of library cooperation, and the Library of Congress provides the largest



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This Just In...

FEDLINK Adds Two New Vendors

Two new vendors featuring industrial and real estate business data are now available through FEDLINK. Both product lines can be used in transfer pay or direct express mode.

IBISWorld—<http://www.ibisworld.com>



IBISWorld offers access to up-to-date primary and secondary strategic business data and comprehensive industry reports on U.S. and other economies around the world. Key indicators cover industry volatility, competition, market share, key sensitivities, success factors and industry forecasts. *IBISWorld* compiles this raw data and then synthesizes and analyzes into ready-to-use formats. *IBISWorld* provides analysis of more than 500 U.S. industries at the five digit NAICS level. Customers access individual industry reports, and via hyperlinks to “chapters” of these reports, at their Web site. Users can search by keyword or NAICS codes, with an option to download an entire industry report. The reports are typically 25-35 pages and updated three times a year.

Reis Reports—<http://www.reis.com>



Reis Reports offer a comprehensive service that focuses on real estate market data (office, housing, and construction), related analysis, reports and industry information from approximately 80 primary and secondary housing markets around the U.S. The service is available online as a subscription. Reports available include metropolitan & submarket historical trends and forecasts; current and historical rent compatibility performance; sales transactions reports; new construction project listings and coded local news and archives section as it relates to the local real estate markets.

For more information on these vendors or other products and services, please contact FEDLINK’s vendor services coordinator, Jim Oliver, at (202) 707-4960. For assistance with customer accounts, please call the FEDLINK Fiscal Hotline at (202) 707-4900.

FEDLINK and Federal Research Division Will Attend ISN Conference

Sponsored by the InterAgency Services Network (ISN) Steering Committee, the Second Annual InterAgency Services Network (ISN) Conference, “Improving Government Through Cooperation and Competition” will offer an exciting networking opportunity for federal interagency service providers such as franchises, CASUs, GWAC programs, and other fee-for-service organizations on March 23 - 24, 2004. Individuals from federal agencies are encouraged to attend to stay informed, exchange ideas, and share lessons learned. Preliminary agenda topics include: Expanding the President’s Management Reform Agenda (Tracking and Improving Performance), Improving Job Competitions, E-Government (Portal), Competitive Sourcing - A76 (New Guidelines and New Leadership), MEOs, Standardize Pricing Strategies, and Legal Authorities for Interagency Services.

Both FEDLINK and LC’s Federal Research Division (FRD) will be sharing an exhibit at the conference. The cost of the event is \$295. To register or find out more, visit the conference Web site at <http://www.cmpinc.net/isn2004> or call Linda Hayden at the Census Bureau at (812) 218-3597.

Join the Federal Librarians Discussion (FEDLIB) Listserv

Trying to keep up on the latest initiatives, opportunities, and challenges for federal libraries and information centers can be overwhelming! Join FLICC’s FEDLIB listserv and you can keep track of:

- federal library management,
- the latest issues and policy concerns,
- FEDLINK program updates,
- personnel and training opportunities,
- federal job offers and much more!

Post your own messages when you want feedback from your colleagues or have news to share with the federal library community.

It is easy to subscribe with these easy steps:

1. Send an email message to: LISTSERV@LOC.GOV
2. In the Subject of the message enter: SUBSCRIBE FEDLIB
3. In the text of message enter: SUBSCRIBE FEDLIB FIRSTNAME LASTNAME (Please use your real first and last names.)
4. Send your email!

You will receive a welcome message asking you to confirm your subscription within minutes of subscribing. Be sure to respond to this message in 24 hours to start your FEDLIB subscription!

Institute on Federal Library Resources Scheduled

The Catholic University of America's School of Library and Information Science (SLIS) has just scheduled its 26th Institute on Federal Library Resources for May 10 -15, 2004 in Washington, DC.

This year's program builds on the success of the 1974 - 1999 institutes founded and directed by Kurt Cylke, Director of the National Library Service for the Blind and

available resources and understand the issues facing federal libraries in the 21st century? This course delivers skills, principles, and best practices in the world of federal library resources and librarianship with a strong emphasis on interactive panel discussions, on-site visits, and practical exercises. With expert guidance from library leaders, information scientists, government officials, and front-line federal librarians, participants will examine and use federal library resources and data clearinghouses and learn how federal libraries are meeting the challenges of content management, E-government, metrics requirements, and



Physically Handicapped, in cooperation with FLICC, which offered a series of institutes helping information professionals and graduate students know and understand federal libraries, resources, and career opportunities.

SLIS says that the institute will address the following issues and opportunities:

"Federal libraries and information centers lead the way in providing government and citizen access to information. But how many information professionals know about the

competitive sourcing. Also included are opportunities to explore career paths for federal librarians and information professionals."

For those wishing to earn graduate credit, the institute costs \$1815; for continuing education credit, the cost is \$1500. For more information or to register,

visit the conference Web site at

<http://slis.cua.edu/federalresources/>

or contact the Institute Coordinator at (202) 319-5085. ■

Mark Your Calendar!

FLICC Offers AMA 5-Day MBA Program

Spend five days with FLICC from August 16—August 20 and have a learning experience that gives you a thorough grounding in the essential elements of a high-level MBA!

Customized for federal participants, the AMA program distills the core curriculum covered in most university-level graduate business programs including

- Accounting (including federal appropriations laws)
- Finance (including federal fiscal laws)
- Competitive Strategy Development
- Marketing Perspectives
- Leadership and Management Roles

Plus, FLICC will be offering this course for just \$895, a savings of \$2100 on the regular AMA cost!

Watch your mail this spring for all the details!

Amigos Offers New Live Online Courses

Amigos Library Services, a FEDLINK training partner, has just announced four new live online courses. Using internet distance learning software, these online courses feature an instructor who coordinates the meeting content, technology and microphones while students can speak or exchange chat messages with the instructor or other participants. The new classes cover filters, legal information, OCLC FirstSearch Searching and FirstSearch interlibrary loan options. (See details below!)



Filters: How Do They Work?

Filtering software provides one way to limit the types of web sites you see while on the Internet. But why can you view a Hank Williams Web site when using one filter, but not another? We will look at the types of filtering software available, how they work, their audiences, and how to evaluate them. This course consists of one 2-hour session.

Legal Information on the Internet

Can the Internet substitute for a law library? Probably not, but more and more information is becoming available on the Internet, and legal information is no exception. This Live Online class is designed to introduce participants to the wide range of legal information available on the Internet. Local, state, federal and international sources are presented, along with meta-sites and search tools for legal information. Previous Internet experience is needed for this course. This course has two 2-hour sessions.

OCLC FirstSearch: Elements of Searching

OCLC's FirstSearch service provides access to a wide variety of online databases, and this full day, hands-on workshop allows attendees the opportunity to search many of them. This Live Online course covers basic and advanced search features, user interface, additional FirstSearch functionality, and introduces the Administrative Module. In addition, tips for selecting databases and developing search strategies are discussed. Previous Internet experience is needed for this course. This course consists of three 2-hour sessions.

FirstSearch Interlibrary Loan Options (Formerly "OCLC ILL Direct: ILL Unleashed")

OCLC FirstSearch now provides a number of options for fulfillment of user needs for items located in its various databases. These include the new FirstSearch Staff ILL Interface and the ILL Direct Request service. This class will provide step by step information on how to use these options to allow staff or patrons to create and send ILL requests from within the FirstSearch service. This course consists of three 90-minute sessions.

For dates, times and additional information on these courses, visit <http://www.amigos.org/learning/calendar/index3.php>, or call Amigos at 800-843-8482.

Make Payment Arrangements Through FEDLINK

To participate in the Amigos online courses or to take any training at one of the participating library networks, just establish a vendor account for the network and transfer funds to FEDLINK to cover the cost of training. **Be sure to establish the account prior to registering with a network for any training.** (Only FEDLINK training and FLICC events can be billed to a FEDLINK Training Account.) For more information on establishing accounts or transferring funds, please contact the FEDLINK Fiscal Hotline at (202) 707-4900.

In addition to its contract with Amigos, FEDLINK also has training agreements with PALINET, the OCLC regional network for the mid-Atlantic United States, and other regional networks—BCR (BC), CAPCON (CN), NYLINK (NY) and OCLC Western (OC).

For more information on these agreements, see FEDLINK Information Alert 2003-1 (<http://www.loc.gov/flicc/ia/2003/ia0301.pdf>). ■

QUESTIONPOINT from page 5

reference service in the world. Combined, the result is the worldwide cooperative reference service of the future—available to your library and your users *today*.

With QuestionPoint, your library can broaden its reference services provided directly to your library users, including access to subject specialists around the world (through the Global Reference Net

libraries and librarians formed to provide professional input on issues such as digital reference “best practices” and policies. Such work will affect governance, usage and development of QuestionPoint.

Ordering and implementing QuestionPoint is easy, and price is based on your institution’s profile and contribution to the collaborative network, not seats, accesses or budget. For

...the result is the worldwide cooperative reference service of the future—available to your library and your users today.

work) to answer their questions. At the same time, it gives you tools to expand your local reference offerings and the reach of your staff and multiplies your library’s reference services for library users and staff. The Library of Congress is leading the Global Reference Network (GRN), a collective of

more information about QuestionPoint, visit the OCLC QuestionPoint Web site at <http://www.questionpoint.org/> or contact the FEDLINK Network Operations office at 202-707-4848 or by email to flicfno@loc.gov for more information about ordering QuestionPoint. ■

FEDLINK Training Is Global



David M. Pachter, FEDLINK Network Program Specialist (front and just right of center) stands with his Web Searching class for the U.S. Army’s Morale, Welfare and Recreation Unit outside of the U.S. Army’s IMA-E MWR Training Center in Schwetzingen, Germany. FEDLINK’s onsite training can be arranged for any location—call us for details!

FLICC/FEDLINK CALENDAR KEY

- ¹ **FEDLINK TRAINING CLASS:** REGISTRATION IS MANDATORY. CALL (202) 707-4848.
- ² **THE FEDLINK TRAINING ROOM** IS LOCATED AT THE LIBRARY OF CONGRESS, ADAMS BLDG., ROOM 216, 2ND ST. AND INDEPENDENCE AVE. SE, WASHINGTON, D.C.
- ³ **FLICC EDUCATIONAL PROGRAM:** REGISTRATION IS MANDATORY. CALL (202) 707-4800, UNLESS INSTRUCTED OTHERWISE IN THE CALENDAR LISTING.
- ⁴ **PREREQUISITES FOLLOW:**
- ⁵ **NO PRINT NOTICE WILL BE ISSUED.**

FOR INFORMATION ON COURSES NOT APPEARING IN THIS EDITION OF THE CALENDAR, VISIT THE FLICC/FEDLINK WEB SITE AT [HTTP://WWW.LOC.GOV/FLICC](http://www.loc.gov/flicc).

REQUEST ADA ACCOMMODATIONS FIVE BUSINESS DAYS IN ADVANCE AT (202) 707-6362 TTY OR [ACA@LOC.GOV](mailto:ACA@loc.gov).

Reminder: Cancellations for FLICC Educational Programs must be called into the FLICC office at (202-707-4800) 48 hours prior to the start of an educational program or the full fee will be charged.

- **COPY CATALOGING ON OCLC**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC.
- **EFFECTIVE STRATEGIES FOR SEARCHING OCLC**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC OR A FAMILIARITY WITH BASIC OCLC SEARCHING.
- **FINDING IT: INTRODUCTION TO RESEARCH ON THE WORLD WIDE WEB**—PREREQUISITE: EXPERIENCE USING THE WORLD WIDE WEB.
- **INTRO TO CATALOGING WITH CONNEXION CLIENT**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC; COPY CATALOGING ON OCLC; KNOWLEDGE OF CATALOGING PRINCIPLES AND THE MARC FORMAT; EXPERIENCE WITH INTERNET EXPLORER OR NETSCAPE.
- **INTRO TO CATALOGING WITH CONNEXION BROWSER**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC; COPY CATALOGING ON OCLC; KNOWLEDGE OF CATALOGING PRINCIPLES AND THE MARC FORMAT; EXPERIENCE WITH INTERNET EXPLORER OR NETSCAPE.
- **WEB INTERFACE TO THE OCLC ILL SUBSYSTEM**—PREREQUISITE: INTRODUCTION TO SEARCHING OCLC.

MARCH

- 16 INTRODUCTION TO SEARCHING OCLC¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—REGISTRATION REQUIRED
- 18 WEB INTERFACE TO THE OCLC ILL SUBSYSTEM¹**
9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴
- 23 FEDLINK VENDOR BRIEFING:⁵
R. R. BOWKER**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED
- 25 FLICC FORUM ON FEDERAL INFORMATION POLICIES
E-COMPETENCIES FOR E-GOVERNMENT:
CHANGING ROLE OF THE FEDERAL INFORMATION PROFESSIONAL³**
9:00AM - 4:00PM
LIBRARY OF CONGRESS—MUMFORD ROOM
\$150—FEDLINK MEMBERS
\$165—FEDERAL REGISTRANTS (NOT FEDLINK)
\$180—NON-FEDERAL REGISTRANTS
REGISTRATION REQUIRED
- 31 FEDLINK VENDOR BRIEFING:⁵
GALE GROUP**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED



APRIL

- 6 FLICC BROWN BAG SERIES—CONTENT MANAGEMENT WORKING GROUP TAXONOMY MAPPING PROJECTS³**
12:00PM - 3:00PM
LIBRARY OF CONGRESS—WEST DINING ROOM
FREE—REGISTRATION REQUIRED
- 6 FEDLINK VENDOR BRIEFING:⁵
RAPSHEETS.COM**
9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED

Bring Your Lunch!

7 FLICC ORIENTATIONS TO FEDERAL LIBRARIES AND INFORMATION CENTERS SERIES⁵

FEDERAL BUREAU OF INVESTIGATION LIBRARY³

9:30AM - 12:00NOON
FREE—REGISTRATION REQUIRED



8 **FEDLINK VENDOR BRIEFING:⁵ WESTLAW® STATUTESPLUS™**

9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED

13-16 **BOOK BLITZ I³**

9:00AM - 4:00PM
LIBRARY OF CONGRESS—ROOM LM G45
FEE TO BE ANNOUNCED
REGISTRATION REQUIRED

14 **FEDLINK VENDOR BRIEFING:⁵ IBIS WORLD**

9:30AM - 11:30AM OR 1:30PM - 3:30PM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED

20 **INTRO TO CATALOGING WITH CONNEXION CLIENT³**

9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED

21 **INTRO TO CATALOGING WITH CONNEXION BROWSER³**

9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED

22 **EFFECTIVE STRATEGIES FOR SEARCHING OCLC¹**

9:00AM - 1:00PM
FEDLINK TRAINING ROOM²
\$65—PREREQUISITE REQUIRED

27 **LIBRARY TECHNICIANS TELECONFERENCE SERIES (THIRD OF THREE)**

SOARING TO EXCELLENCE 2004—A BASIC TOOLKIT: GOOD MANAGER AND GOOD EMPLOYEE SKILLS³

9:30AM - 12:00NOON
LIBRARY OF CONGRESS—DINING ROOM A
\$90—FOR ALL THREE SESSIONS

28 **CATALOGING INTERFACE DEMONSTRATION¹**

9:00AM - 11:30AM
FEDLINK TRAINING ROOM²
FREE—REGISTRATION REQUIRED

MAY

4 **FINDING IT: INTRODUCTION TO RESEARCH ON THE WORLD WIDE WEB¹**

9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴

4 **FEDLINK SPRING MEMBERSHIP MEETING**

9:00AM - 12:00NOON
LIBRARY OF CONGRESS—MUMFORD ROOM
FREE—REGISTRATION REQUIRED

5 **FEDLINK SPRING OCLC USERS GROUP MEETING**

9:00AM - 4:00PM
LIBRARY OF CONGRESS—MUMFORD ROOM
FREE—REGISTRATION REQUIRED

11 **INTRODUCTION TO SEARCHING OCLC¹**

9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—REGISTRATION REQUIRED

12 **WEB INTERFACE TO THE OCLC ILL SUBSYSTEM¹**

9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴

13 **COPY CATALOGING ON OCLC¹**

9:00AM - 4:00PM
FEDLINK TRAINING ROOM²
\$125—PREREQUISITE REQUIRED⁴

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FLICC was established in 1965 (as the Federal Library Committee) by the Library of Congress and the Bureau of the Budget for the purpose of concentrating the intellectual resources of the federal library and related information community. FLICC's mission is to foster excellence in federal library and information services through interagency cooperation and to provide guidance and direction for the Federal Library and Information Network (FEDLINK).



Library of Congress Offers Award Winning Virtual Reference Services

The Library of Congress' (LC) Public Service Collections Directorate received the 2003 Director's Award at the annual meeting of the Virtual Reference Desk (VRD) conference held in November 2003. The award recognized the contribution of the Library of Congress in creating the Collaborative Digital Reference Service (CDRS), now called QuestionPoint, a global, Web-based network of libraries that provides reference and information services. The CDRS began in June 1999 at the Library of Congress with 16 partner libraries. Its successor, QuestionPoint, has grown to a membership of more than 800 libraries around the world and supports multiple language interfaces.

LC's Web site offers a variety of resources on virtual reference and QuestionPoint:

- The online video, *QuestionPoint: Reference in a Digital World*, featuring Diane Kresh, director for Public Service Collections at LC, gives an excellent overview of QuestionPoint, its terminology and its future.
(<http://www.loc.gov/rr/program/journey/qp.html>)
- The Virtual Programs and Services Web page (<http://www.loc.gov/rr/program/journey/qp.html>) serves a launch site for a number of LC's virtual services.
- The Virtual Reference Shelf Web page (<http://lcweb.loc.gov/rr/askalib/virtualref.html>) lists virtual resources by topic and suggests several other virtual reference sites.
- LC's Ask a Librarian page (<http://www.loc.gov/rr/askalib/ask-digital.html>) offers options to talk one-on-one with a librarian, send email questions, and offers referrals to other virtual reference services.

The Library of Congress is also leading the Global Reference Network (GRN), a collective of libraries and librarians formed to provide professional input on issues such as digital reference "Best Practices" and policies. Such work will affect governance, usage and development of a new collaborative online reference service, QuestionPoint. For more information on GRN, point your browser to <http://www.loc.gov/rr/digiref/>. ■

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