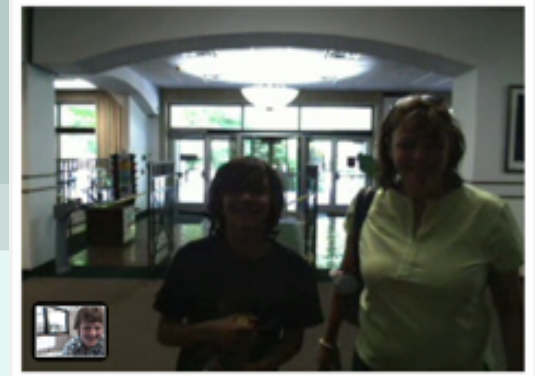
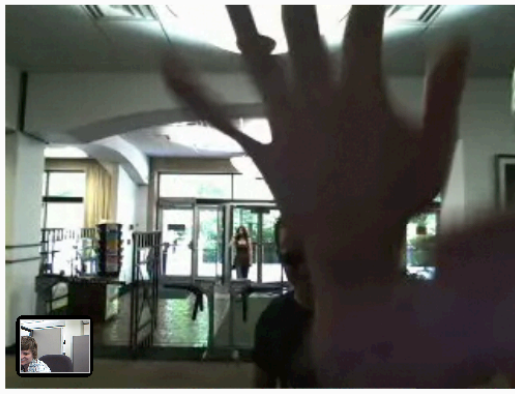
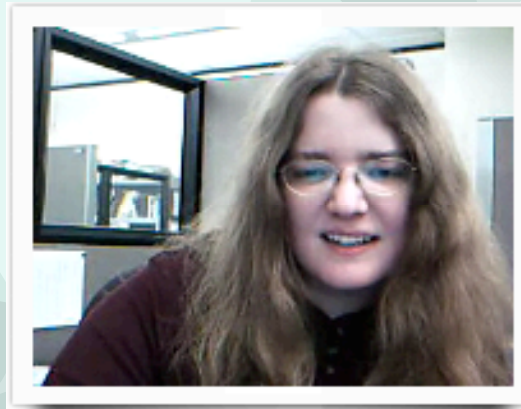
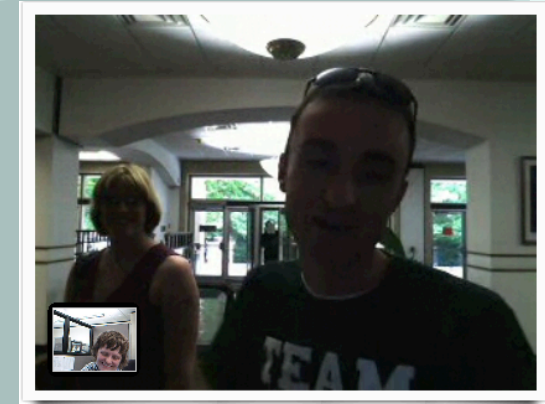


MOVING COMMUNICATION FORWARD:



INTERNET VOICE AND VIDEO IN LIBRARIES



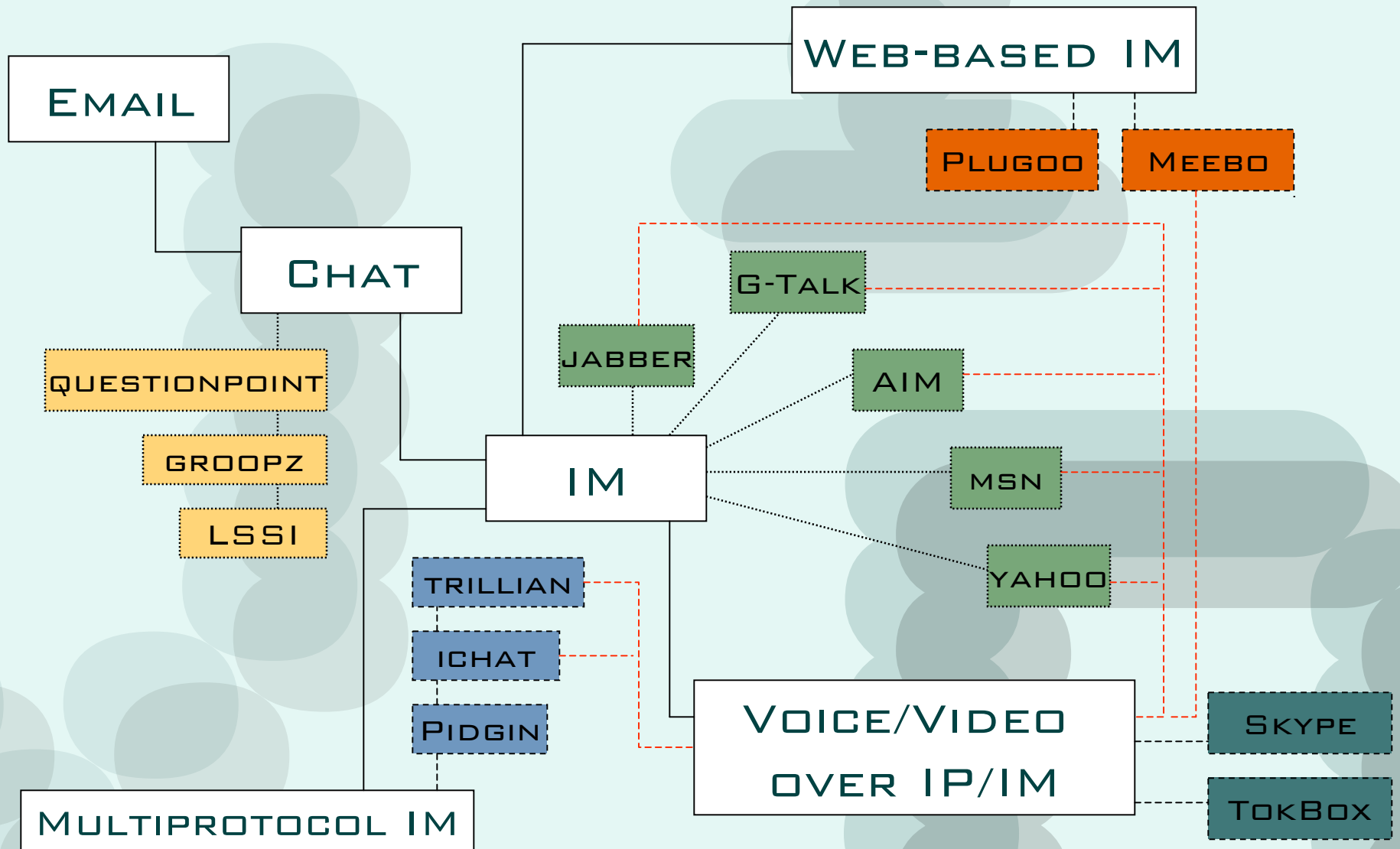
Char Booth

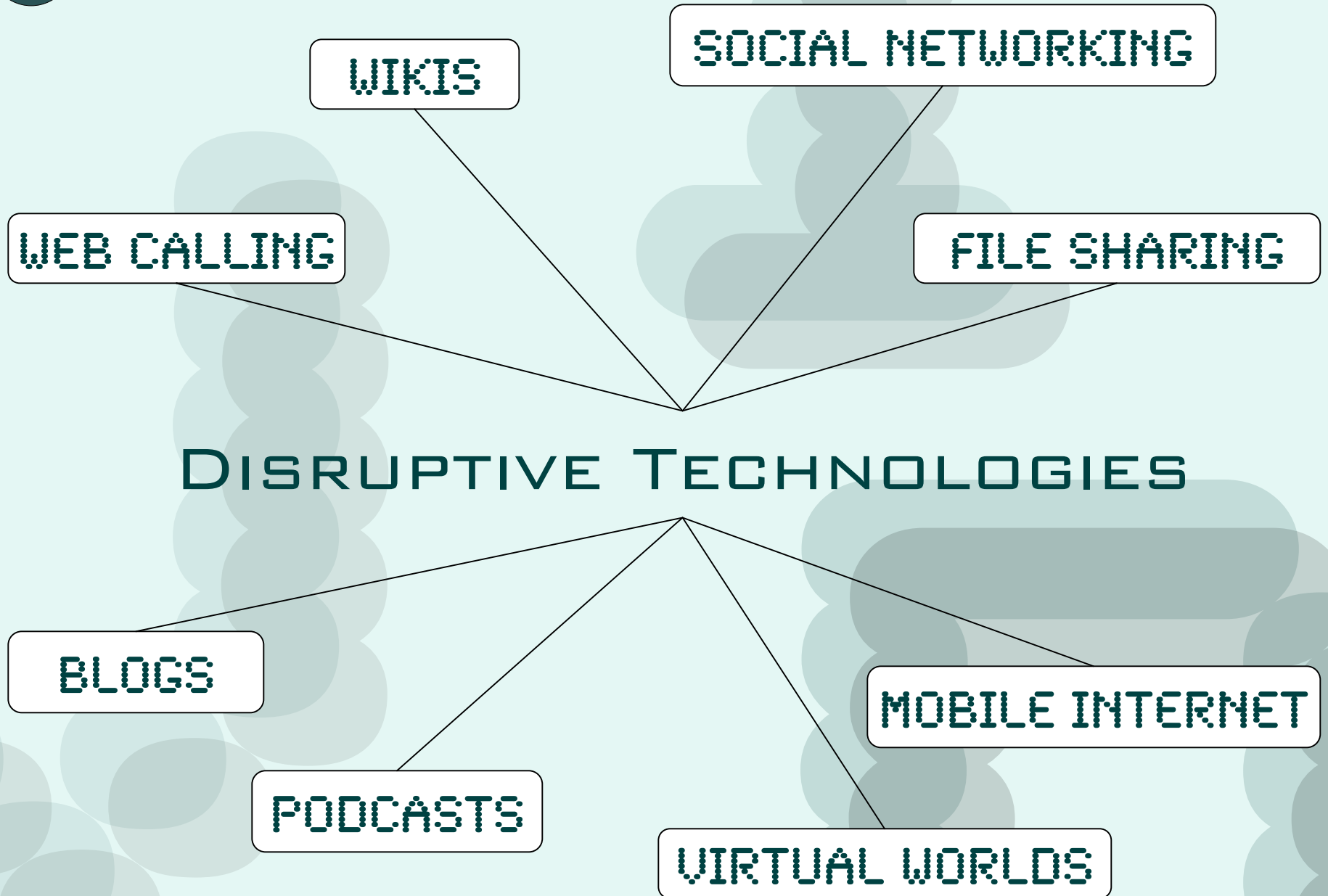
CNI Fall Task Force 2007

OUTLINE

- VOIP/IM AS DISRUPTIVE TECHNOLOGY
- APPLICATIONS IN HIGHER EDUCATION
- OU SKYPE REFERENCE PILOT
- VIABILITY OF INTERNET VOICE AND VIDEO LIBRARY SERVICES
- QUESTIONS AND CONSIDERATIONS

EVOLUTION OF E-REFERENCE

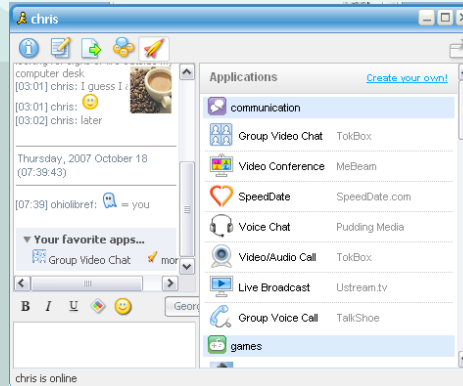




VARIATIONS ON WEB CALLING

BROWSER-BASED WEB TELEPHONY

- EXAMPLES: GTALK, MEEBO
- GROWING PRESENCE IN SOCIAL NETWORKS
- MULTIPROTOCOL PROGRAMS
- APPLICATION: REFERENCE



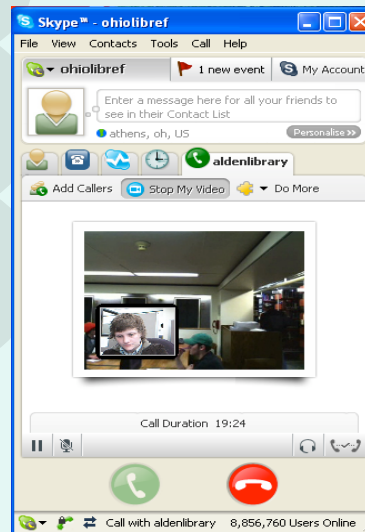
VIDEO/VOICE WIDGETS

- EXAMPLE: TOKBOX
- EMBEDDABLE IN ANY WEBPAGE
- NO USER ACCOUNT REQUIRED
- APPLICATION: REFERENCE



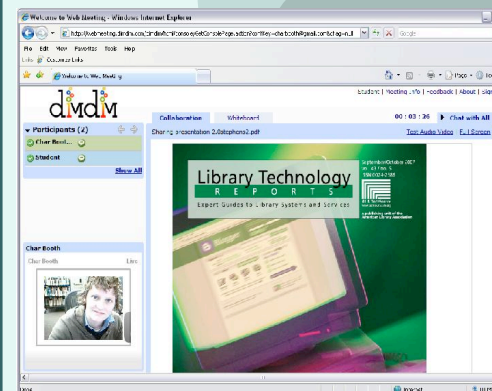
APPLICATION-BASED WEB TELEPHONY

- EXAMPLE: SKYPE, WENGO
- FREE OR INEXPENSIVE WEB CALLING
- CUSTOMIZABLE
- APPLICATION: REFERENCE, DISTANCE LEARNING

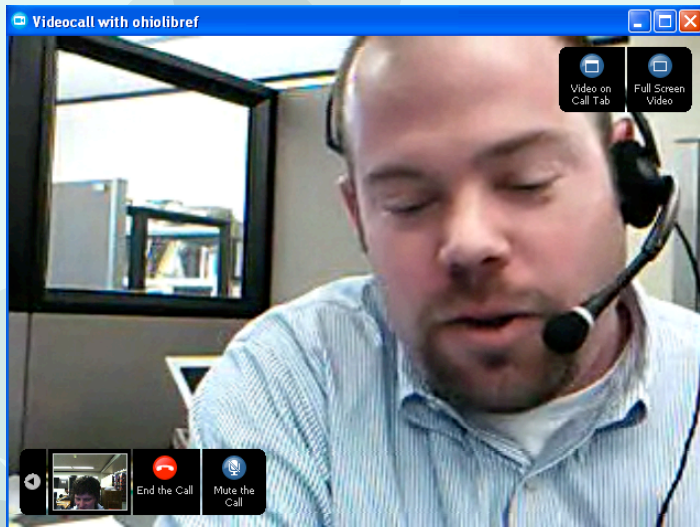


WEB CONFERENCING

- EXAMPLES: DIMDIM, MACROMEDIA BREEZE
- REPLACES EXPENSIVE VIDEOCONFERENCING EQUIPMENT
- APPLICATION: DISTANCE LEARNING AND PROFESSIONAL DEVELOPMENT



PREFERRED CLIENT - SKYPE



- RELIABLE P2P CONNECTION
- FREE BETWEEN SKYPE USERS
- VIDEO OR NON-VIDEO CALLS
- SAVES HISTORY
- ALLOWS CHAT/ CALL HOLDING /CONFERENCE CALLS
- MAC-PC COMPATIBLE
- POPULAR AND CUSTOMIZABLE
- THIRD-PARTY EXTRAS
- MANY CALLING FEATURES

SKYPE IN HIGHER EDUCATION

- DRAMATICALLY REDUCES COSTS OF LOCAL AND INTERNATIONAL CALLING
 - SCHOLARLY COMMUNICATION
 - INTERNATIONAL AND DISTANCE STUDENTS
- FLEXIBLE LEARNING TOOL
 - LANGUAGE LEARNING
 - CLASSROOM COLLABORATION
- DATA TRANSFER AND VODCASTING
- SECURITY CONCERNS ON SOME CAMPUSES

PREFERENCES

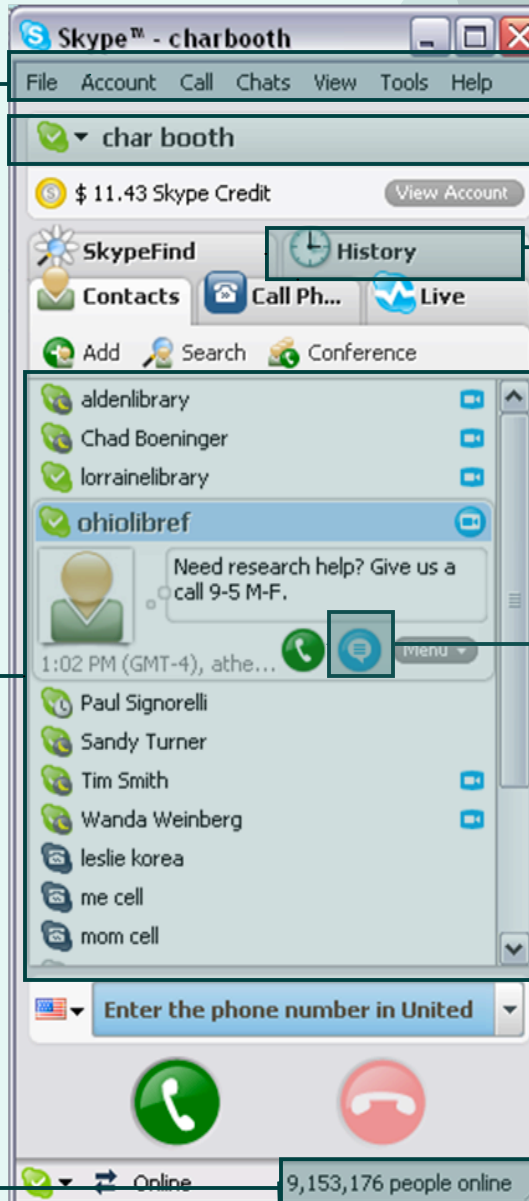
PRESENCE DATA

EVENT HISTORY

CONTACT LIST

TEXT CHAT

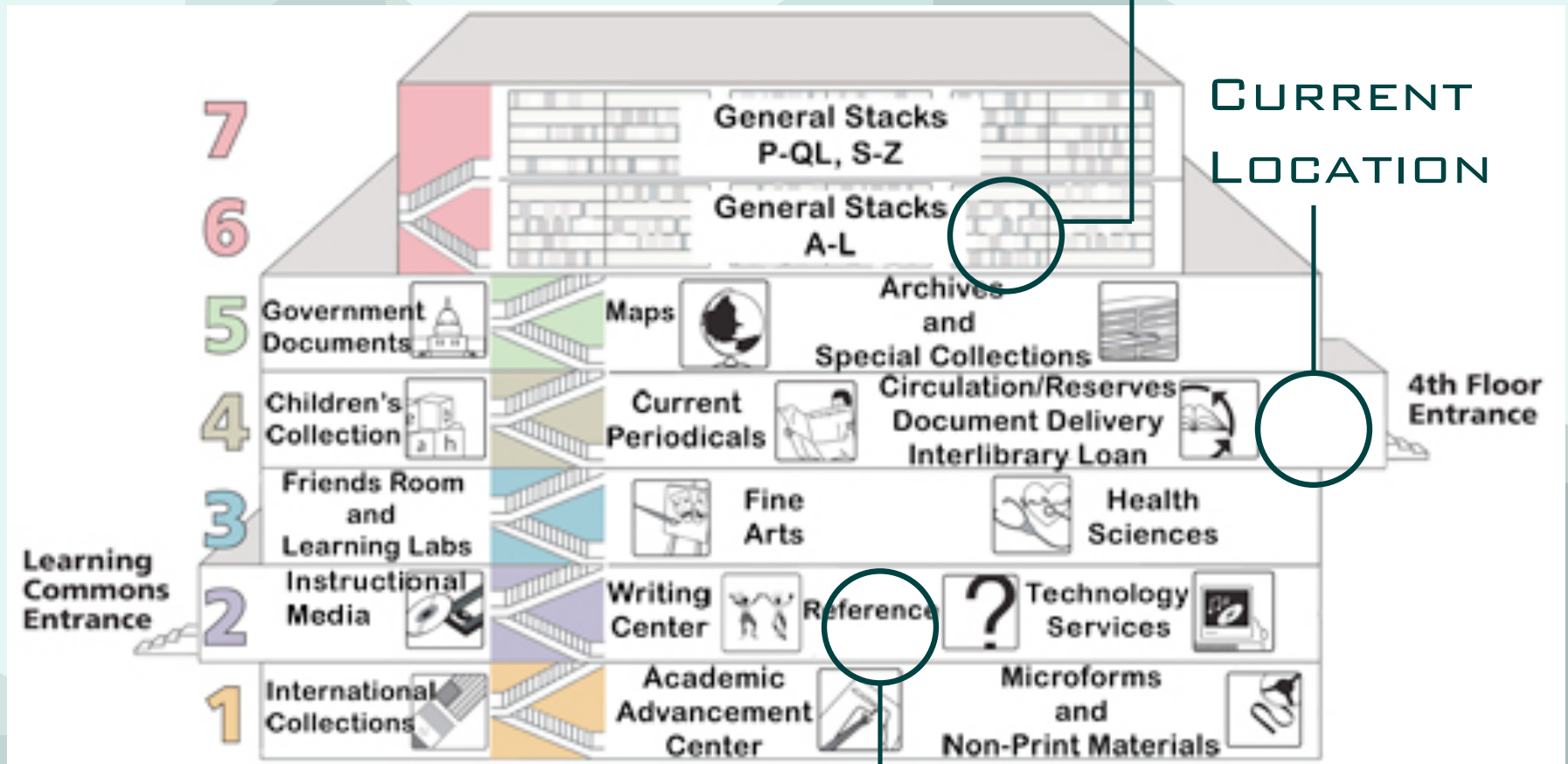
MILLIONS OF
USERS ONLINE



VIDEO KIOSK PILOT

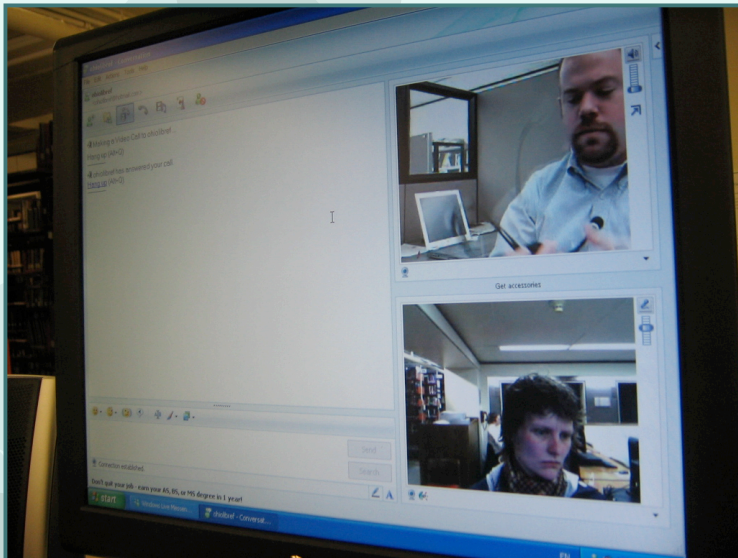
TEST LOCATION

CURRENT LOCATION

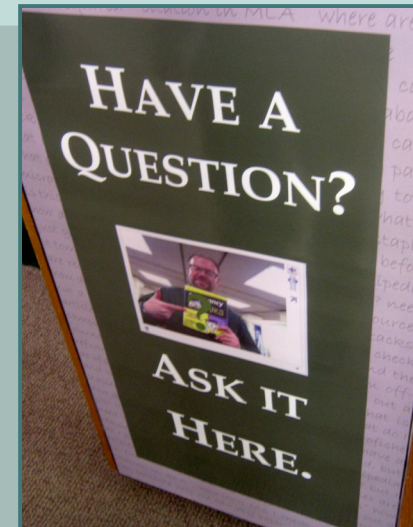


REFERENCE DESK

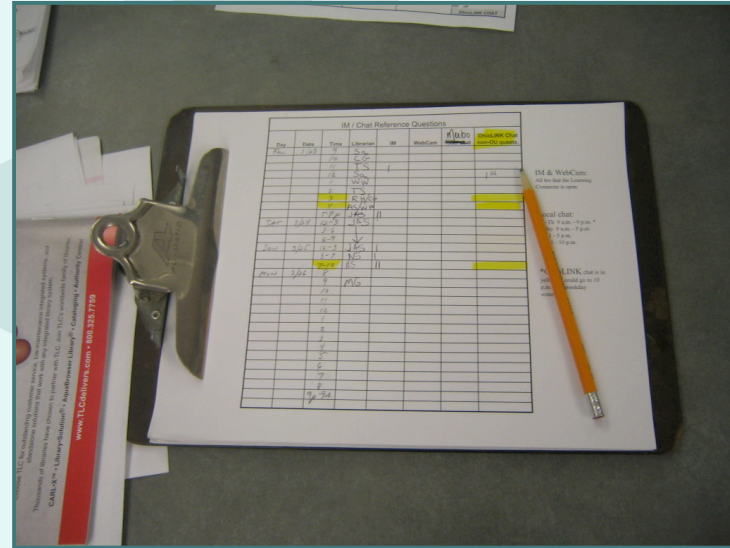
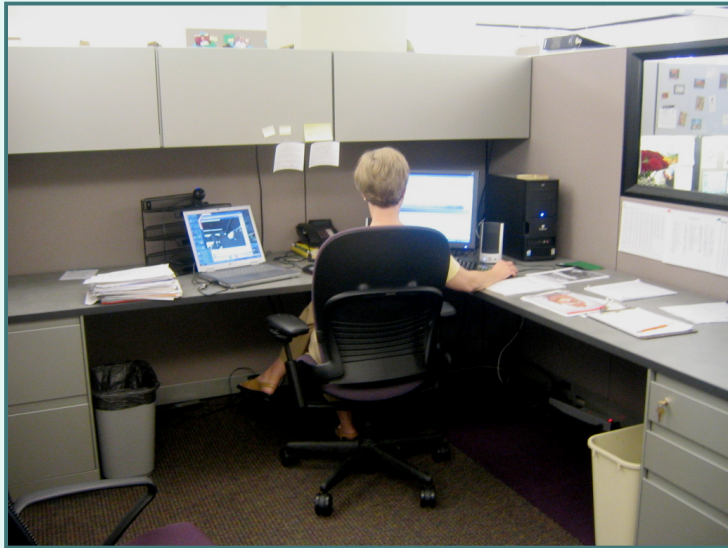
TEST CONFIGURATION



RECONFIGURED KIOSK



EXTENDING V-REF STAFF



SKYPE A LIBRARIAN

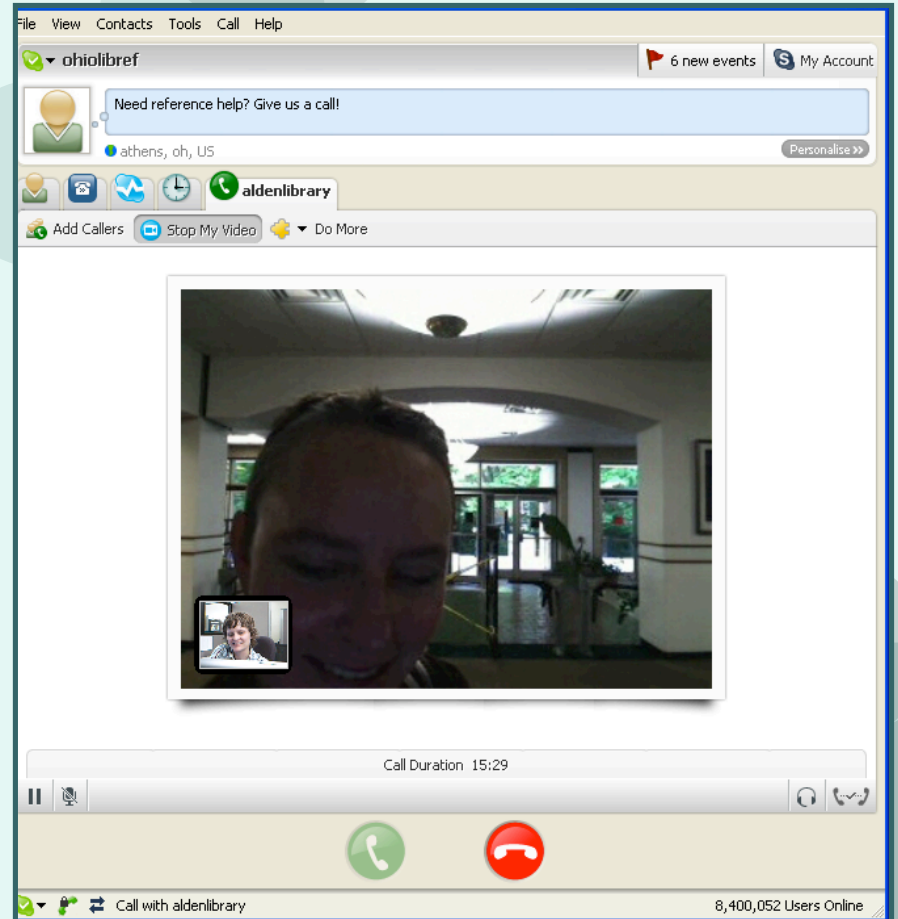
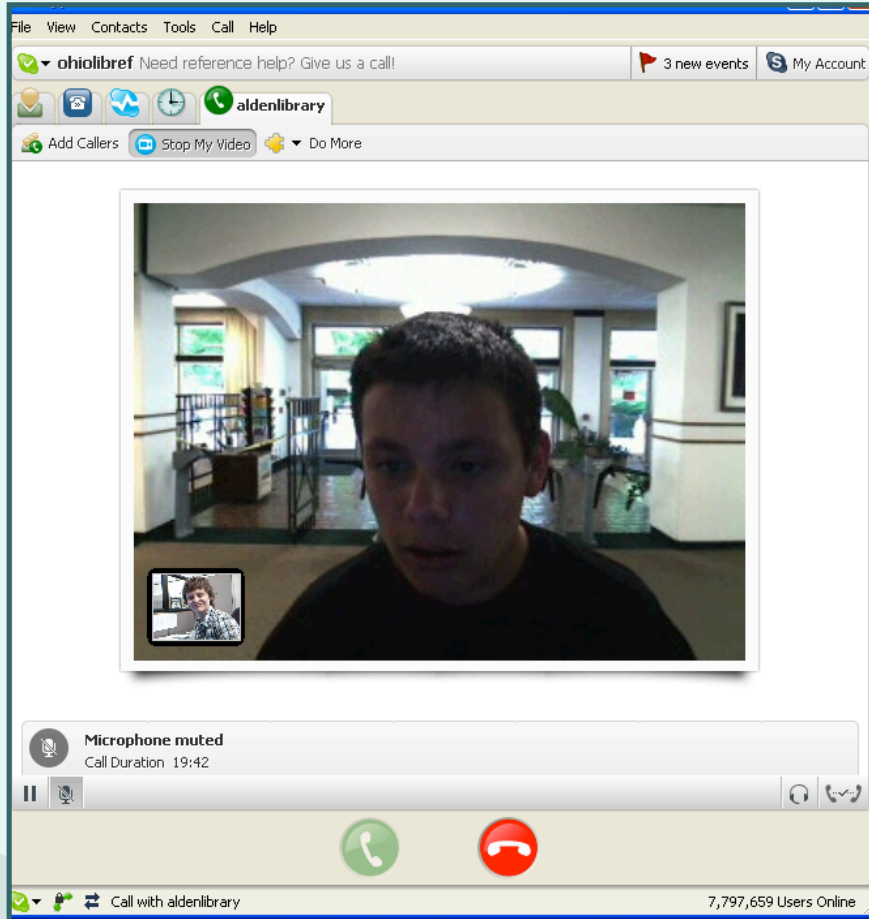
- CALL-IN SERVICE
- STAFFED 24/5
- FACULTY AND INTERNATIONAL STUDENT USE
- VOICE, VIDEO, AND TEXT
- SEND AND RECEIVE FILES
- GROWING USER BASE

The screenshot shows the Ohio University Libraries website. At the top, there is a navigation bar with the university logo and name, and links for 'ALICE | InfoTree | home'. Below this is a secondary navigation bar with 'ASK A LIBRARIAN' and links for 'im | chat | phone | e-mail | skype'. The main content area is divided into several sections: 'Find', 'Services', 'Collections', and 'Library Info'. The 'Ask a Librarian' section is active, showing options for 'Instant Messaging (IM)', 'Skype', 'Online Chat', 'Phone', 'E-Mail', and 'FAQs'. The 'Skype' option is highlighted with a blue box and an arrow. Below this is an 'Ask Us Now' section with a status indicator 'Your OHIO Librarian is online'. The 'Skype a Librarian' section is also highlighted with a blue box and an arrow, containing text about using Skype to ask questions, the Skype ID 'ohiolibref', and hours of service. A 'skype' logo and a link to download a free account are also visible. At the bottom of the page, there are links for 'Archives & Special Collections | International Collections | Health Sciences | Music & Dance'.

REMOTE KIOSKS



INTERACTING VIA VIDEO

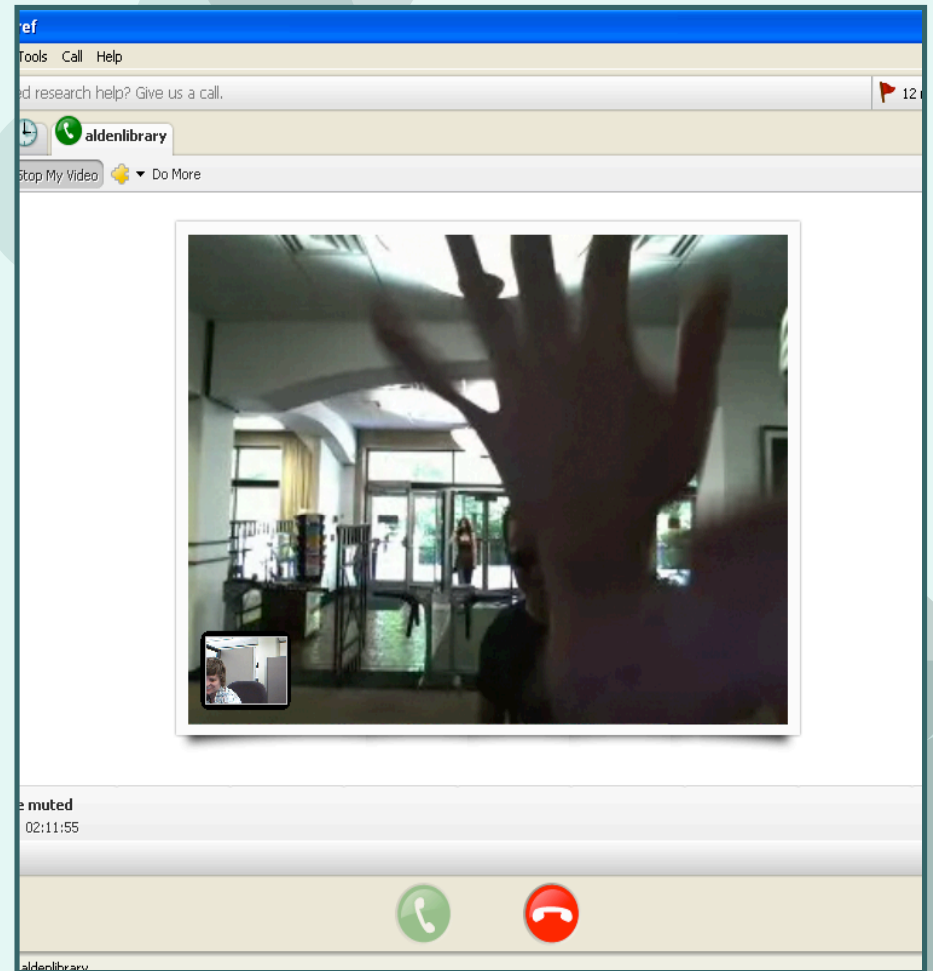
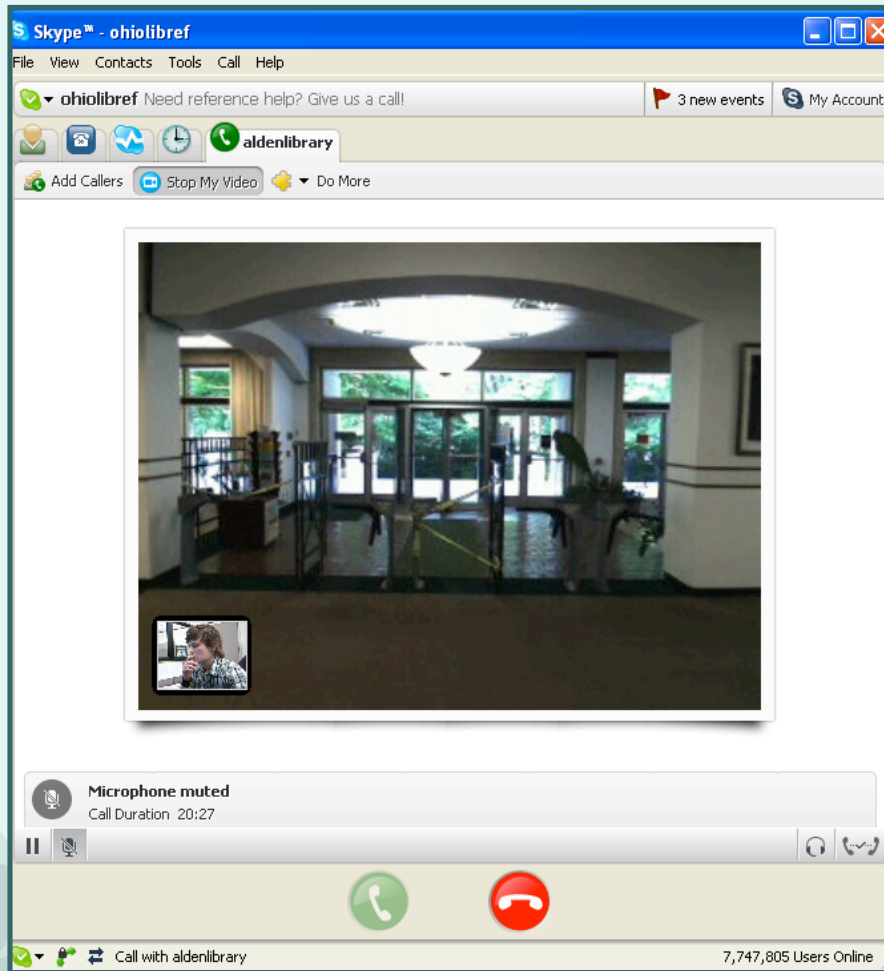


INTERACTING VIA VIDEO

This screenshot shows a video chat window titled 'ohiolibref'. The interface includes a menu bar with 'File', 'View', 'Contacts', 'Tools', 'Call', and 'Help'. A search bar contains the text 'Need reference help? Give us a call!' and a location indicator shows 'athens, oh, US'. Below the search bar are icons for 'Add Callers', 'Stop My Video', and 'Do More'. The main video area displays a large video feed of a man in a white shirt looking down, with a smaller inset video feed of a woman in the bottom-left corner. At the bottom, there is a 'Call Duration' of 34:50, a 'Mute microphone' button, and call control icons (green phone, red hang-up). The status bar at the bottom indicates 'Call with aldenlibrary' and '8,071,591 Users Online'.

This screenshot shows a video chat window titled 'aldenlibrary'. The interface includes a menu bar with 'Tools', 'Call', and 'Help'. A search bar contains the text 'Need research help? Give us a call.' and a location indicator shows '15'. Below the search bar are icons for 'Stop My Video' and 'Do More'. The main video area displays a large video feed of a library interior with several people, and a smaller inset video feed of a woman in the bottom-left corner. At the bottom, there is a 'Call Duration' of 01:18:19, a 'Muted' status indicator, and call control icons (green phone, red hang-up). The status bar at the bottom indicates 'aldenlibrary'.

INTERACTING VIA VIDEO



PROGRAM EVALUATION

- THE “WHAT IS THAT?” FACTOR
 - APPROPRIATE SIGNAGE
 - STAFF ORIENTATION
- THE “EVERYONE’S LOOKING AT ME” EFFECT
 - OPEN CONNECTION “EXPOSES” LIBRARIANS
 - LOCATION AND CONFIGURATION IMPORTANT
- KIOSKS PROMISING FOR BRANCHES AND AFTERHOURS SERVICE
 - REFERRALS AND COMMUNICATION BETWEEN SERVICE POINTS

VIABILITY OF VIDEO KIOSKS

- LOCATION AND NECESSITY ARE KEY - HOW CLOSE IS AN ALTERNATIVE SERVICE POINT?
- EYE CONTACT IS TECHNICALLY IMPOSSIBLE
- “SEAMLESS” SERVICE - MULTIPLE FUNCTIONALITY IS AN INCENTIVE
- PATRON REACTION MIXED BUT PROMISING - IS VIDEO AHEAD OF ITS TIME?
- TECHNICAL ISSUES AFFECT SERVICE QUALITY
- CALL-IN SERVICE REQUIRES FEWER RESOURCES

WEB CALLING AND DISTANCE ED



IL INSTRUCTION TO GHANA

WEB CONFERENCING - DIMDIM

The screenshot shows a web browser window titled "Welcome to Web Meeting - Windows Internet Explorer". The address bar contains the URL: <http://webmeeting.dimdim.com/dimdim/html/console/GetConsolePage.action?confKey=charbooth@gmail.com&flag=null>. The page features the Dimdim logo and navigation links: Char Booth, Settings, Meeting Info, Feedback, About, and Sign Out. The main content area displays a presentation slide titled "Library Technology REPORTS" for September/October 2007, vol. 43 / no. 5, ISSN 0024-2586, published by ALA TechSource. The slide also includes the text "Expert Guides to Library Systems and Services" and "a publishing unit of the American Library Association". On the left side, there is a "Participants (2)" list with "Char Boot..." and "Student". Below this is a "Show Items (3)" list containing "desktop", "dynamic_instructiona...", and "2.0stephens2.pdf". A "Char Booth (Video Broadcaster)" window is visible in the bottom left, showing a video feed of a woman and controls for "Options", "Hands Free", and "Talk". A private chat window titled "Private chat with Student" is open in the bottom center, displaying the message: "me: let me know if you have any questions." The chat window has a text input field and an "Emoticon" button. The top right of the meeting interface shows a timer at "00 : 13 : 03" and a "Chat with All" button. The bottom right of the meeting interface has buttons for "Assistant", "Test Audio Video", and "Full Screen".

DESKTOP SHARING - YUGMA



REMOTE PRESENTATION TO THE FUTURE
OF LIBRARIES CONFERENCE

WEB CALLING IN SOCIAL NETWORKS

Profile edit Friends ▾ Networks ▾ Inbox ▾ home account privacy

3rdTest Call with Sept 4 version of iotum's Free Conf Call

Organized by Jim Courtney

Information

Conference Info

Subject: 3rdTest Call with Sept 4 version of iotum's Free Conf Call

Start Time: Tuesday, September 04, 2007 at 11:55 AM
Timezone

End Time: Tuesday, September 04, 2007 at 12:50 PM

Number to Call: [REDACTED]

Organizer Info

Name: Jim Courtney

E-mail: [REDACTED]


Phone: [REDACTED]

Agenda


Testing the revamped application with acceptance of callerID's.

Confirmed Participants

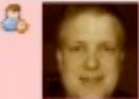
This conference has 3 confirmed participants



[Jim Courtney](#)



[Dan York](#)



[Dameon D. Welch-Abernathy](#)

Your RSVP

You are attending

Attending

Maybe Attending

Not Attending

[RSVP](#)


Other Invites


Maybe Attending
0 people

Not Attending
0 people

Awaiting Reply
2 people
Ken Camp
Phil Wolff

Send VoiceMail to Sheryl Breuker





Status

[Send](#)

FACEBOOK AND MYSPACE APPLICATIONS

RECENT PROGRAMMING

- UNIVERSITY OF CANTERBURY LIBRARY WEEK
WEBCHAT AND USABILITY TESTING
- TOLEDO PUBLIC LIBRARIES KIOSKS
- SAN FRANCISCO STATE UNIVERSITY
LIBRARIES KIOSKS
- TOKBOX A LIBRARIAN
- SKYPE REFERENCE IN THE MLIS CURRICULUM

CONSIDERATIONS

- AUDIENCE AND SERVICE TYPE
 - EXTERNAL CALL-IN SERVICE
 - EMBEDDED TALK WIDGET
 - DEDICATED SERVICE POINT
- STAFFING MODEL - HOURS/ROTATION
- SYSTEM TRIAGE - CALL FAILURE, ETC.
- EQUIPMENT COSTS
- SECURITY AND BANDWIDTH
- SOCIAL VIABILITY OF TECHNOLOGY

QUESTIONS?

CHARBOOTH@GMAIL.COM

INFOMATIONAL.WORDPRESS.COM

REFERENCE AND INSTRUCTION LIBRARIAN
OHIO UNIVERSITY LIBRARIES