

# Electronic Reference

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# Introduction

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- ◆ History
- ◆ Why
- ◆ Survey Results
- ◆ How
  - ◆ Email
  - ◆ Live Chat

# Introduction, continued

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- ◆ Checklist
- ◆ Advantages/Disadvantages
- ◆ Future
- ◆ Bibliography

# History

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- ◆ Personal email
- ◆ Ask Jeeves
- ◆ Ask a Librarian

# Why

- ◆ More & more information in electronic form
- ◆ User expectations of using the internet to answer questions
- ◆ Fewer users coming into the library
- ◆ 24/7 culture
- ◆ Distance education

# Survey

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- ◆ GovDoc-L query
- ◆ “Ask a Librarian”
- ◆ General reference
- ◆ Offering for some time
- ◆ Not overwhelmed
- ◆ Questions often about archives or genealogy

# How

- ◆ Personal email
- ◆ Email
- ◆ Live Chat
- ◆ Software designed or adapted for electronic reference

# University of New Hampshire

- ◆ Recent service
- ◆ Replace department hours ?
- ◆ Checklist
- ◆ Advantages
- ◆ Disadvantages



# Future

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- ◆ Publicize
- ◆ Evaluate
- ◆ Expand or adjust
- ◆ Live chat?