



Library Research Round Table Research Forums

Research to Understand Users: Issues & Approaches

Saturday, June 28, 10:30AM - 12:00PM, ACC 203B (Anaheim Convention Center)

New Minds, New Approaches

Saturday, June 28, 1:30PM - 3:30PM, Room 211A (Anaheim Convention Center)

Four Star Research

Sunday, June 29, 10:30AM - 12:00PM, ACC 204 (Anaheim Convention Center)

Libraries & E-Government: Issues, Services, & Strategies (Chair's Forum)

Co-sponsored by GODORT and the ALA Washington Office

Monday, June 30, 10:30AM - 12:00PM, Room 203B (Anaheim Convention Center)

Research to Understand Users: Issues & Approaches

Title: "I Find What I Need:" Behaviors and Information Seeking Preferences of Non-Users of Virtual Reference

Lynn Silipigni Connaway (OCLC), Marie L. Radford (Rutgers), Timothy Dickey (OCLC), & Jocelyn A. DeAngelis Williams (Rutgers)

This research project is among the first to take an in-depth look at non-users of virtual reference services. Based on the research findings, the authors will discuss implications and provide practical recommendations for LIS education and for the development, promotion, growth, and sustainability of virtual reference services.

Title: Progressive Information Engagement Model: Using and Losing Information in Crisis Situations

Lynn Westbrook (University of Texas at Austin)

The primary objective of this study was to provide a deeper understanding of intimate partner violence survivors' information needs and experiences. The author will explain the "progressive information engagement model" resulting from this project and discuss the implications for library services.

Title: User Research and Testing of FRBR-Based Online Library Catalogs

Yin Zhang (Kent State) & Athena Salaba (Kent State)

The Functional Requirements for Bibliographic Records (FRBR) model offers opportunities for creating retrieval systems that better support user information seeking. This presentation will report on a study of users' experiences with FRBR-based online library catalogs, and it will offer suggestions for the future development of more effective library catalogs.

Four Star Research

Title: Workforce Issues in Library and Information Science (WILIS): Preliminary Findings from a Career Tracking Study of LIS Graduates

Joanne Gard Marshall (UNC), Victor W. Marshall (UNC), Jennifer Craft Morgan (UNC), Deborah Barreau (UNC), Barbara Moran (UNC) & Paul Solomon (UNC)

This study is building an in-depth understanding of educational, workplace, career, and retention issues faced by over 8000 graduates from six North Carolina library and information science (LIS) programs since 1964. A variety of key findings relating to the career patterns of LIS program graduates will be presented and discussed.

Title: Exploratory Study of the Relationship between National Board Certification in Library Media and Information Science and Student Academic Achievement

Shana Pribesh (Old Dominion), Gail Dickinson (Old Dominion) & Timothy Goodale (Old Dominion)

This presentation will discuss the preliminary results of an exploratory study of the relationship between National Board Certification in library media and information science and student academic achievement. The purpose of the study is to provide a rigorous research framework for the study of National Board Certification on student achievement and to pilot that framework with a subset of the nation's LIS professionals.

Title: Investigating Library and Information Services during Community-Based Disasters: Preparing Information Professionals to Plan for the Worst

Lisl Zach (Drexel) & Michelynn McKnight (Louisiana State)

This paper will report the preliminary results of a research project to identify and document how information professionals have responded to the needs of users in the aftermath of community-based disasters such as the 2005 Gulf Coast hurricanes. It will also discuss the development of enhanced guid-

ance and training materials to support disaster planning and the delivery of new and modified information services during times of crisis.

Libraries & E-Government: Issues, Services, & Strategies (Chair's Forum)

Title: Libraries & E-Government: An Overview & Findings
John Carlo Bertot (Florida State University)

Libraries have long engaged in E-Government services — from locating government information to tax forms. Increasingly, however, libraries are on the front lines of today's E-Government efforts. This presentation provides an overview of libraries and E-Government through national and state studies that identify the roles and issues associated with providing E-Government services in libraries.

Title: E-Government in Practice: Themes & Issues
Suzanne Sears (University of North Texas)

Libraries increasingly provide a range of E-Government services and resources to their communities, but providing E-Government services and resources can be both challenging and rewarding for libraries. This presentation focuses on the benefits and issues involved in offering E-Government services. The presentation includes a brief overview of lessons learned from libraries offering E-Government services, a look at how some libraries are providing E-Government services, and a discussion of what role libraries of all types should play in the provision of E-Government services.

Title: E-Government Policy & Perspectives
Mary Alice Baish (Georgetown Law School)

The reauthorization of the E-Government Act of 2002 this year provides an opportunity for librarians to assess its impact and measure its success. After an overview of how the 2002 law came about and was amended by OMB in ways that weakened many of its important provisions, we will examine the current reauthorization process. Other policy matters, including new legislation on the classification of government information and issues surrounding agency agreements to digitize their legacy materials, will be summarized. Finally, we will propose opportunities for librarians to become more active in the development of these information policy initiatives.

Title: ALA E-Government Initiative
Patricia B. Ball (Cobb County Public Library)

The ALA Committee on Legislation formed the E-Government Services Ad Hoc Subcommittee to develop policy recommendations, legislative proposals and other strategies for the ALA Committee on Legislation related to the role of libraries and the delivery of E-Government services to the American public. This presentation will provide an overview of this initiative and detail next steps as ALA continues to work in this area

New Minds, New Approaches

Title: Developing an Integrated Model of Information Behavior Through Information Journals
Bhuva Narayan (Queensland University of Technology)

An integrated model of information behaviors that explains the key dimensions of how peoples' contextual and situational dimensions affect their information needs and behavior will help information providers and LIS researchers alike with a framework that can help "depict and explain a sequence of behaviors by referring to relevant variables, rather than merely indicating a sequence of events... while indicating something about information needs and sources" (Case, 2002). This presentation will put forward such an integrated model of peoples' information behaviors based on research that studied participants' information behaviors through a detailed information journal maintained daily and continuously for a period of two weeks.

Title: Social Construction of Authorized Users in the Digital Age

Xiaohua Zhu (University of Wisconsin-Madison)

On-line access to licensed full-text scholarly information has a short history of just over a decade. As many users today are enjoying the convenient access to electronic resources through their academic libraries, it should not be forgotten that the concept of users of these resources was not always clear-cut. Realizing that the strict definitions and access control measures conflicted with their own mental model of users, academic libraries started negotiation and the situation gradually changed since then. Why and how has the concept of users been changed over time? What can we learn from the history? This paper tries to answer these questions by examining difference stakeholders in this short period.

Title: The Development Process of the Second Life Librarians

Michelle Kowalsky (Pepperdine University)

With the dawn of the digital age, librarians began to seek new ways to store and organize information, to provide access to that information for patrons, and to provide new methods of awareness and communication for the general public about what libraries have to offer. This case study considers a tech-savvy and geographically distributed group of librarians, led by an initiative of the Alliance Library System of Illinois, who gathered together to brainstorm and organize ways to provide online users with real library services. Within the 3-D online multiplayer metaverse known as Second Life, the librarians built a variety of library locations such as Information Island and Alliance Second Life Library 2.0, and began to provide reference services, guest speakers, exhibits and information through their virtual avatar characters and walk-through environments.

About LRRT

LRRT was founded in 1968 to advance library and information studies research, to offer programs that advocate research and its dissemination, and to educate ALA members about the importance of research for the conduct of our profession. LRRT offers opportunities to meet others with a professional commitment to inquiry; attend conference forums where research is the primary topic; keep current on research projects and emerging inquiry methods; and reward excellence through LRRT's Jesse H. Shera Awards. LRRT's yearly dues cost \$15 (free for graduate students) plus ALA annual dues.