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**REALITIES OF DIGITAL REFERENCE:
CHALLENGES, TOOLS AND OPPORTUNITIES
Satellite-Delivered Teleconference - February 6 and April 16, 2004**

**Explore the challenges and solutions facing reference services in an electronic environment. *Discover new tools and techniques to help your staff deliver top-notch service. *Get answers to your questions from leading experts.*

New Tools for Enhancing Digital Reference - Friday, February 6, 2004, Noon to 2 p.m. (Eastern Time)

Discover tools, strategies and techniques to help your staff deliver top-notch service. Leading experts from public and academic libraries will share their experience. New products for cross-platform searching, serials management, scheduling, and more will be demonstrated.

Presenters - Flo Denny, Assistant Director, Suffolk Cooperative Library System, Long Island, NY; **Nancy Huling**, Head, Reference and Research Services Division, University of Washington Libraries and president of the Reference User Services Association (RUSA), a division of the American Library Association; **Sarah McCord**, Electronic Resources and Reference Librarian, Washington State University Health Sciences Library. **Michael Jackson** and **Richard M. Dougherty**, Hosts.

Products to be demonstrated - **Ex Libris: FSX and Meta-search; Ill: AirPac, Metafind, MetaBridge, and WebAccessManagement; Serials Solutions ; Ebsco: Ebsco A-Z; Datavision: Vocera; Illinois Alliance: VoIP: Minitex: Webinars; Schedule Source Software Inc: work scheduling software**

Joe Janes and Colleagues: Preparing for the Future of Digital Reference - Friday, April 16, 2004, Noon to 2 p.m. (Eastern Time)

Discussion will focus on how libraries can seize opportunities to make their reference services central to the information lives of users. Says Janes: "I see the last several years as the most profound period in the history of reference work. Nearly every aspect of the work has been re-examined, called into question, rethought and revisited as the contexts in which it goes on change." Issues to be discussed include privacy, collaboration, customer service, staff training and organizational changes.

Presenters - Joe Janes , Associate Professor and Chair of Library and Information Science, the Information School of the University of Washington and Founding Director of the Internet Public Library; Mary Anne Hodel, Director, Orange County Library (Orlando, FL); Joe Thompson, Project Coordinator, Maryland AskUsNow!. Michael Jackson and Richard M. Dougherty, Hosts.

Cost of series: \$385 per site, including taping rights. Discounts available for multiple sites. To learn more and to register, see our Website at www.cod.edu/teleconf/. Call 800-354-6587, send e-mail to teleconference@cdnet.cod.edu or register below.

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