

Schafer: hi everyone - thanks for joining us

Olivia Meyia AUGSA: Hi

Caroline Park: yes

Derek Briton: Yes

Terry Anderson: yes

Lorelei Hanson and Mike Gismondi: Hi Philip

Derek Briton: Audio is good

Elaine Fabbro: Thanks Derek

Colin Elliott: Hi Philip, you should be able to access your notes now

Elaine Fabbro: Boston Public Library's Research Library

Schafer: Wellcome Library

Caroline Park: New York City Public library

Library Boardroom: New York Public Library

Library Boardroom: Collections

Caroline Park: the holdings

Tony Tin: quality collections.

Elaine Fabbro: Diversity and depth of their collections

Library Boardroom: THE STAFF

Evelyn: the service from staff

Elaine Fabbro: :-)

Lorelei Hanson and Mike Gismondi: atmosphere

Elaine Fabbro: environment is important

Doug Kariel: commitment to providing quality service

Sandra Law: AU has physical space but also needs to see library as distributed/virtual place - SL/OpenSim, social media (Twitter, Facebook, etc.)

Elaine Fabbro: Yes, that's true Sandra. We have to view ourselves as a hybrid library, and when thinking about Library as place, remember that it's library as virtual and physical place

Sandra Law: Harvard Law in SL has a nice feel (or did) - couches and places to sit/gather. But services are paramount and students likely access AU library primarily during non-peak working hours.

Elaine Fabbro: Yes, and that can be a challenge in terms of determining the type of service we offer and when

Derek Briton: If technologies like Google Glass take off, I can see librarians having to provide access/resources in snippets or chunks. Right now, library access is pretty much a solitary, unitary task that involves total dedication. But what if access has to change to more immediate, readily accessible snippets of information?

Elaine Fabbro: To some extent the animated tutorials that we've been creating can help to fill the need for easily accessible snippets, but more needs to be done.

Sandra Law: I like the idea of students involved in group work at a distance having access to synchronous and asynchronous experiences. Second Life or OpenSim offers that as does web conference (but do students have access to it). They have access to forums on Landing/Moodle courses but I think that there are course/discipline specific workplaces on AU Island in SL.

Schafer: ebook ownership vs. licensed

Tony Tin: have you offered a lot of distance ed course? What do you support your distance learners?

Tony Tin: what strategies your library use to support distance learners?

Elaine Fabbro: That's a really good point Philip.

Olivia Meyia AUGSA: what is it in the U of Melbourne Library model can be applied to the AU Library vision?

Elaine Fabbro: I think the space discussion can be translated into questions regarding our specific environment

Derek Briton: Did we lose Cindy? Sounded like she was trying to say something before Steve cut in.

Olivia Meyia AUGSA: Thanks!

Evelyn: There are many distance/online universities in Australia now. How does Melbourne see itself working with those universities, rather than replicating services already provided. This question is motivated by the dwindling resources available to us all.

Carrie Anton ASD: Melbourne U has good standards & how to guides for staff. How does the library incorporate them?

Carrie Anton ASD: accessibility...

Schafer: Are there other questions for Philip?

Carrie Anton ASD: yes I meant accessibility guideliens. your site is quite thourght.

Doug Kariel: How does your library provide support for students in MOOC courses?

Derek Briton: Sorry, have to leave. Thanks for an interesting presentation, Philip

Evelyn: Thanks, so much Philip. A lot to think about.

Elaine Fabbro: Thanks Philip!

Sandra Law: Thanks.

Cindy Ives: thank you Philip! great work, and we will be in touch!

Olivia Meyia AUGSA: Thanks for that wonderful presentation Philip.

Oscar Lin 2: thanks, Philip.