



YAR! Thar be sharks about!

Anonymity, Civility & the Library

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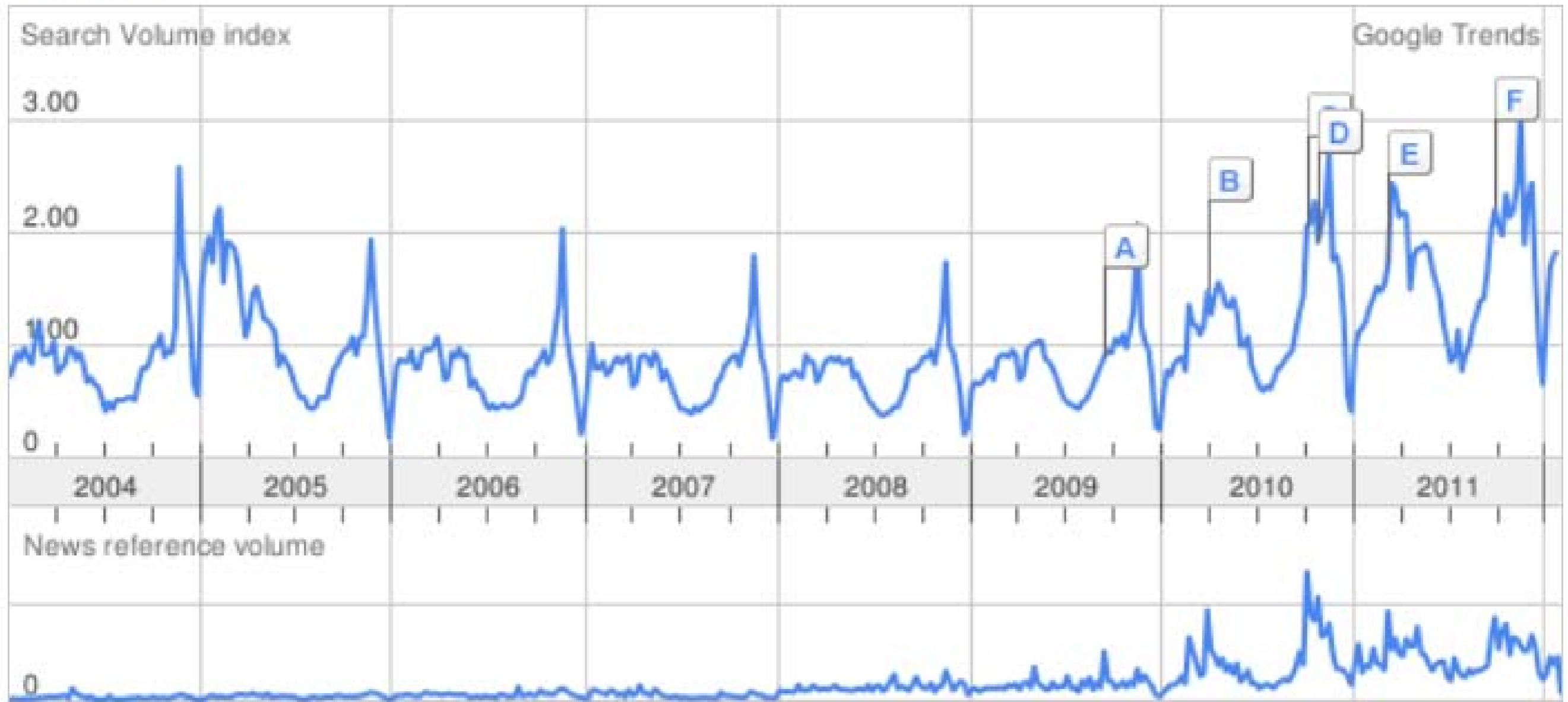
Best Practices in Virtual Reference Webinar, OCLC

June 14, 2012

Show of hands...

bullying

1.00



There's no "me, me,
me" in community.

40%
less
empathetic

Changes in Dispositional Empathy Over Time in
American College Students. O'Brien, Hsing, & Konrath.
2010



our technology
changes the way we
think



a break from their “real lives.”



SELECT MODULE

- A) AEXMODEM
- B) BINARY2
- Y) YMODEM
- Z) ZMODEM
- U) UT228
- Q) QUIT

Enter (A,B,Y,Z,U,Q) --> █



Depersonalization.

“unrealistic
expectations & lack of
civility.”



 **End Call**

“greater
accountability & a
safer and more
trusted environment”



ARE YOU COMING TO BED?

I CAN'T. THIS
IS IMPORTANT.

WHAT?

SOMEONE IS WRONG
ON THE INTERNET.











THE ART OF
CONVERSATION



“The real risk to the world is if information technology pivots to a completely authentic identity for everyone.”

There is value in
anonymity.

how do people have babes?

Patron: how do people have babes

Library: hello anonymous

Patron: how do people have kids

Library: Just what people are you referring to? Please be more specific.

Patron: do you know how they have kids?

Library: please be more specific. goats have kids.

Patron: i am talking about a person, a woman and a man. how do they get a baby

Library: How old are you?

WHHHHEEEEEEEEEEEEE!!!!!!

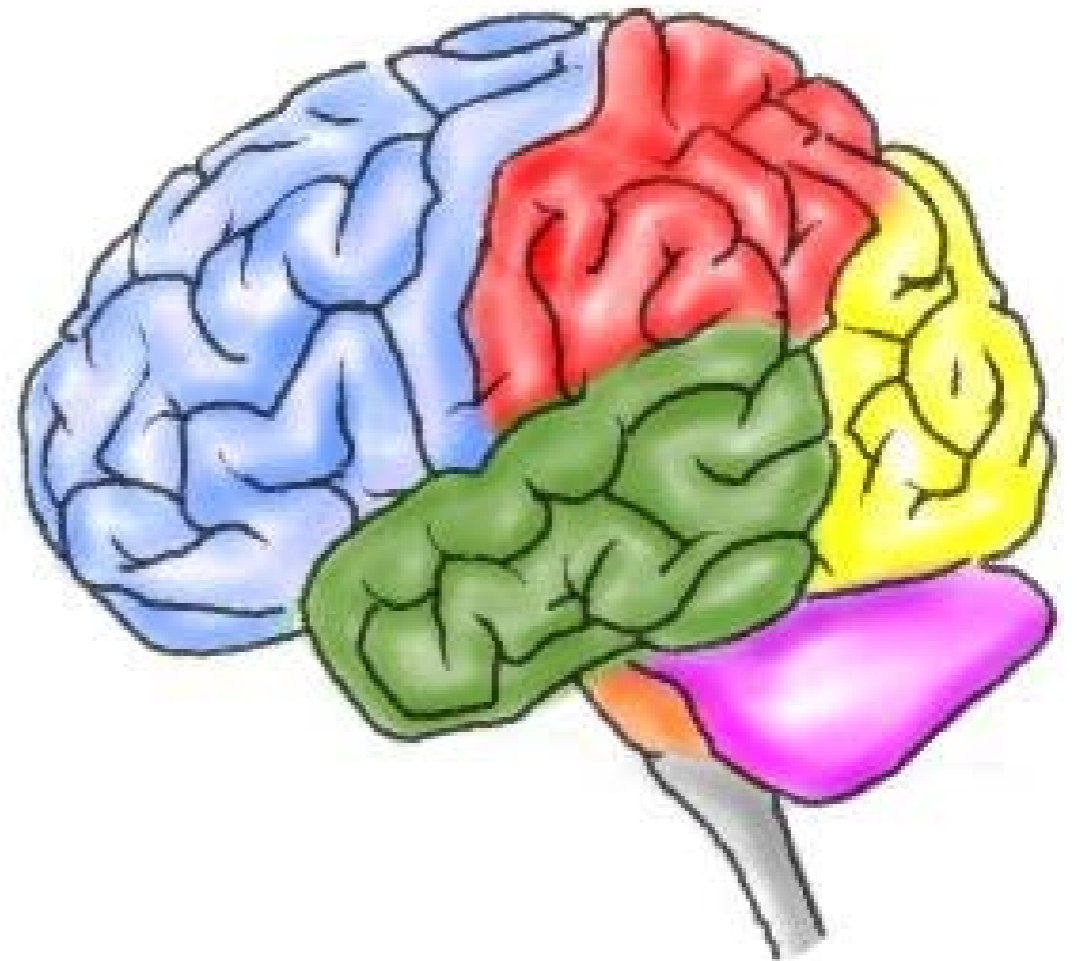
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THIS SUCKS

dude, where's my brain?

They have slower access to the frontal lobe (the "CEO of our brains"); decision making skills and impulse control are affected.



this slide intentionally left blank

CH 03

Are you a ninja?

Library: Hi there!

Patron: are u a ninja

Library: I could be

Library: Do you think I'd tell you if I were, though?

Patron: well id hope so

Patron: im an invisible ninja

Library: Do you want some ninja books?

Patron: are u authorized to talk about this stuff

Yes, you're a ninja.

Library: Naruto is good for ninja reading

Patron: ok a serious moment what questions could u ask science teachers about incorporating geothermal energy into their lesson plans?



Be human. (and speak like one)

Set expectations.

Don't judge the words you see.

Ask for clarification. Often.

Explain why you're asking.

Use your name. (and theirs!)

Involve them in your process.

Call people on bad behavior. (& give them a second chance)



Give clear, easy to follow instructions

Refocus when needed

Keep them updated on what you're doing

Be honest



Be Positive & Engaged

Acknowledge impatience

Ask for cooperation

Don't be afraid to repeat
yourself