

Creating 3D reference: Adventures in Second Life

Amy Buckland

amy.buckland@mcgill.ca

Krista Godfrey

godfrey@mcmaster.ca

Today

— [Second Life reference

— [Creating reference services in Second Life

— McMaster University

— McGill University

— [Future of 3D virtual reference



Advantages of SL Reference

— [incorporates the best of traditional and digital reference

— adds visual cues to a digital interaction

— anonymity means users don't feel stupid when speaking to the librarian

— visual representation of chat facilitates the flow of the conversation

— avatars increase the sense of “being there”

Disadvantages of SL Reference

— [technical issues

— [disappearing reference interview?

— [gimmick

Academic libraries in SL

education actively
exploring SL

exemplify 2.0
concepts (Swanson,
2007)

participatory

flexible



McMaster's Second Life

lots of training and exploration time

links to existing online resources

little marketing

3 month pilot now a continuing project



McGill's Second Life

new pilot

high learning
curve for staff

orientation promo

support for
faculty



Future of virtual world reference

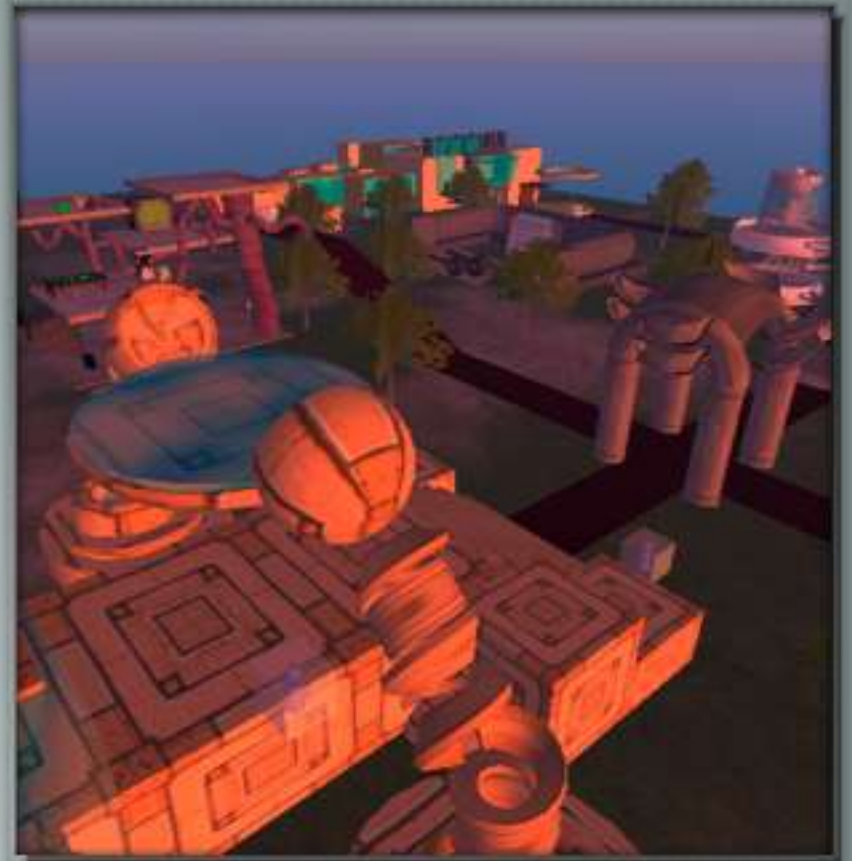
[must be creative

[incorporate digital natives

— student projects

— student feedback

[don't duplicate



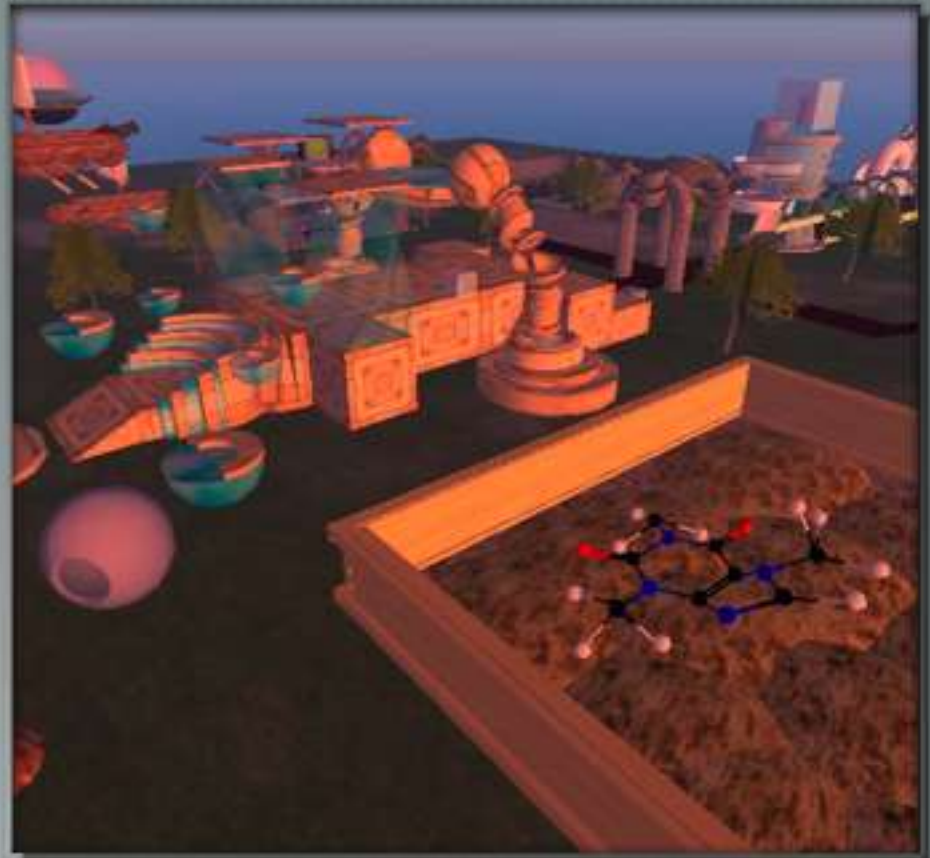
Why virtual worlds?

statistics suggest there is a need but needs more analysis

point of need issue

other virtual world projects

important to prepare for the future



Thanks! Merci!



**Danu Dahlstrom
(aka Krista)**

godfrey@mcmaster.ca



**Jambina Oh
(aka Amy)**

amy.buckland@mcgill.ca