

The Eastern New York ACRL Chapter held Brown Bag Lunches at three member libraries on October 22, 2010. SUNY Institute of Technology's Cayan Library, SUNY Potsdam's Crumb Library, and University at Albany's Science Library hosted lively discussion on topics related to our upcoming 2011 Spring Conference: "The Librarian Has Left the Building! New Pathways for Connecting Librarians, Users and Resources." SUNY Potsdam's particular take on this theme was "How Tweet It Is . . . and Beyond - Strategies to Connect Users to Library Services."

Forty-one librarians and library students from more than a dozen institutions participated in the conversations. Colleges represented included Clarkson, Colgate, Hamilton, Hudson Valley CC, Jefferson CC, Paul Smith's, Siena, Skidmore, SUNY Adirondack, SUNY Plattsburgh, SUNY Potsdam, SUNYIT, and UAlbany.

SUNY Institute of Technology's event was organized by Barbara Grimes. Glynis Asu (Hamilton) was note taker. Issues discussed included: a Colgate initiative offering reference assistance in the Student Union; how attending lectures and departmental events can create opportunities to communicate better with faculty; Twitter as a "firehose" of information; the popularity of "Ask a Librarian" portals at Colgate and Hamilton (text and chat are popular, and both sites use "SubjectsPlus" to guide users to resources); SUNYIT's positive experiences with "Ask Us 24/7" to help meet the needs of distance learners; making your library more visible to Google Scholar users by using a link resolver; "Learn About Your Librarian" initiatives; using technology (getting embedded in Angle, Blackboard, and Moodle; using Camtasia, Elluminate or Jing for tutorials) to put research help "out there"; Hamilton's use of Facebook and scrolling news with graphics on its website; and the Digital Humanities Initiative at Hamilton.

SUNY Potsdam's Brown Bag was coordinated by Jane Subramanian and Marianne Herbert. Michelle Young (Clarkson) was scribe. Conversation topics included: Clarkson's plans to use Facebook, Blogger, Twitter, Meebo, LibGuides and other technology; a demonstration of Potsdam's use of Facebook and Twitterfeed, integrated with blog posts; Paul Smith's use of Facebook and promoting it with bookmarks; book drives and book exchange programs at Clarkson; using reference questions as blog postings; encouraging students to ask for assistance in a virtual environment; the "bathroom newsletter" at Paul Smith's; 24 x 7 reference, Tweet Deck and Lib Guides at JCC; embedding librarians in courses at Paul Smith's and JCC; investigating video instruction at Clarkson; using Atomic Learning at Paul Smith's; IDS library catalog search at Potsdam; using WorldCat instead of the library catalog; mobile phones; therapy dogs for stress relief; social media policies; and bookmark/sharing options.

University at Albany's meeting was arranged by Timothy Jackson. Ann Kearney (UAlbany) took notes and Suzanne Turner (UAlbany) moderated. Points of discourse

included: recent changes in patrons' research methods and behavior: the use of library social spaces, libraries functioning as campus centers, increases in group work being done in the library, and more noise and more food in the library; how libraries are responding to recent trends – embedded librarians, office hours outside the building, outreach to parents, consortial 24 x 7 chat reference (HVCC); connecting with students outside of the library by creating a presence in Facebook and Twitter, publishing articles in the student newspaper (at Siena), maintaining library blogs (HVCC and UAlbany), and making sure the library's resources are prominently displayed in Blackboard; utilizing technology to assist users--loaner laptops and AV equipment, Q-code scanning, and video tutorials.