Open Source Software For Reference Services

Free Tools for Libraries

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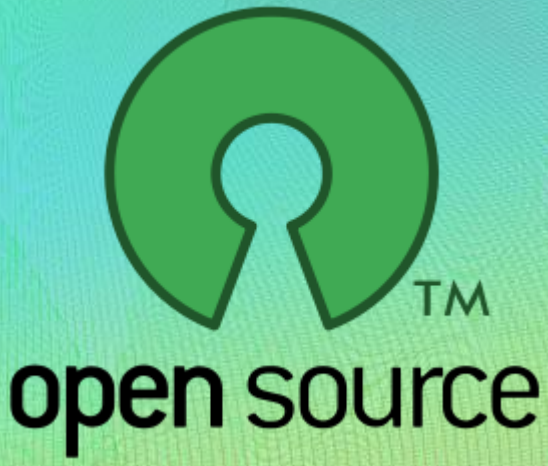
Open Source?

- software whose source code is available for modification or enhancement by anyone
- Free redistribution



Advantages

- Price - No yearly license fees
- Tends to be more flexible, have more functions – needs of users in mind
- Not chained to a single software provider or long-term software support contracts / maintenance

Disadvantages

- Most open source software runs only on open source operating systems (e.g., Linux)
- Lack of formal support and training
- Generally not easy to use
- Needs specialized staff, hardware

DLSU's Reference Platform/Suite

- Springshare
  - LibAnswers
  - LibGuides
  - LibCal

springshare

LibAnswers – Online Reference Platform

- Email, Chat, SMS & Twitter Channels
- Create unlimited FAQs
- Searchable Public Knowledge Base
- Full Reference Statistics
- Embed chat anywhere

LibGuides – Web Publishing Platform

- Create subject, course, or topic Guides
- Use LibGuides as your library website
- For curation and knowledge-sharing

LibCal – Calendaring Solution

- Manage Calendar & Event Registrations
- Create an Online Room Booking System
- Display Library & Departmental Hours
- Manage Consultation Appointments

Free Reference Platform Alternatives

Software	Description
The Reference Portal	• Intranet dashboard that is designed to consolidate web resources, services, and assessment tools for reference librarians • Requires a PHP-enabled server • Demo site

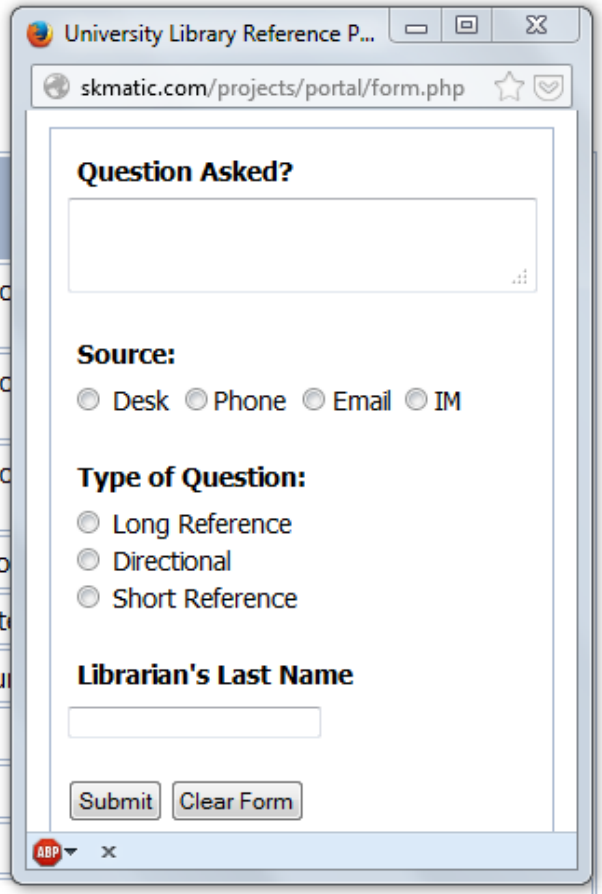
The Reference Portal

The Reference Portal

Library Reference Questions

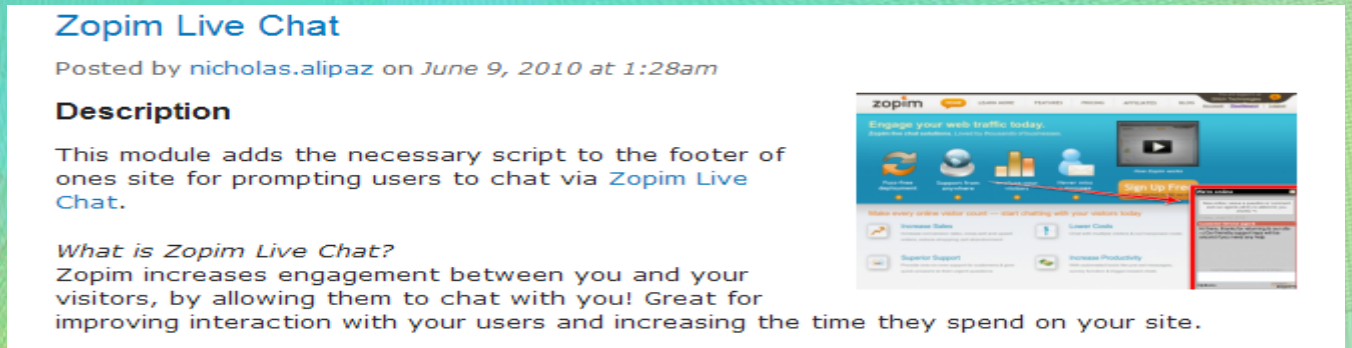
Reference Question Archive

Date	Librarian	Source	Question Type	
8/6/13 @ 4:33 am	Fatty	Email	Directional	Is there a book c library?
8/6/13 @ 4:33 am	Fatty	Email	Directional	Is there a book c library?
8/6/13 @ 4:33 am	Fatty	Email	Directional	Is there a book c library?
2/1/13 @ 1:47 pm	Rawlins	Desk	Long Ref	How did Hitler co
11/15/12 @ 9:03 am	Hommey	Desk	Short Ref	Assignment relat
12/13/11 @ 4:43 pm	Junior Mervin	Desk	Short Ref	What are the cu
12/13/11 @ 4:41 pm	smith	Phone	Directional	Jimbo shmo
11/6/11 @ 6:26 pm	fjfj	Phone	Directional	ffj
10/25/11 @ 1:02 am	tess	Phone	Long Ref	fg
3/1/11 @ 10:47 am	librarian	Desk	Short Ref	Do I herp or derp?
10/17/10 @ 3:09 pm	librarian	Desk	Directional	test
9/29/10 @ 11:07 pm	ll	Phone	Long Ref	lklzclkc



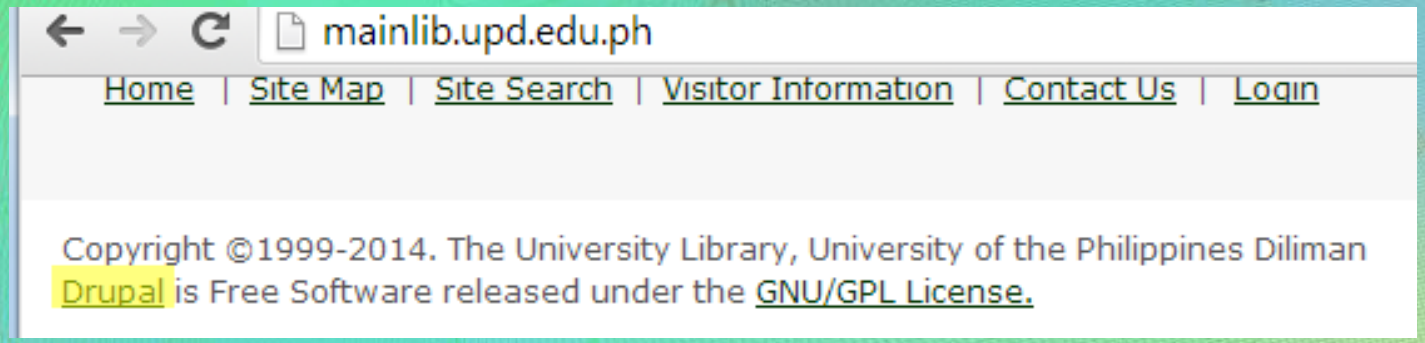
Other Free Reference Platform Alternatives

- Use a Content Management System like…
  - Drupal
    - Requirements for latest version: Apache, Nginx, or Microsoft IIS as webserver, MySQL 5.0.15+, PostgreSQL 8.3+ or SQLite 3.3.7+ for database, and PHP v.5.3+
    - You can add modules to increase functionality of your reference platform (e.g., embed live chat)



Other Free Reference Platform Alternatives

- Drupal (ctd.)
  - Sample Websites: UP Diliman Main Library & Answerland (Oregon's statewide virtual reference service)
  - Lots of resources for libraries!

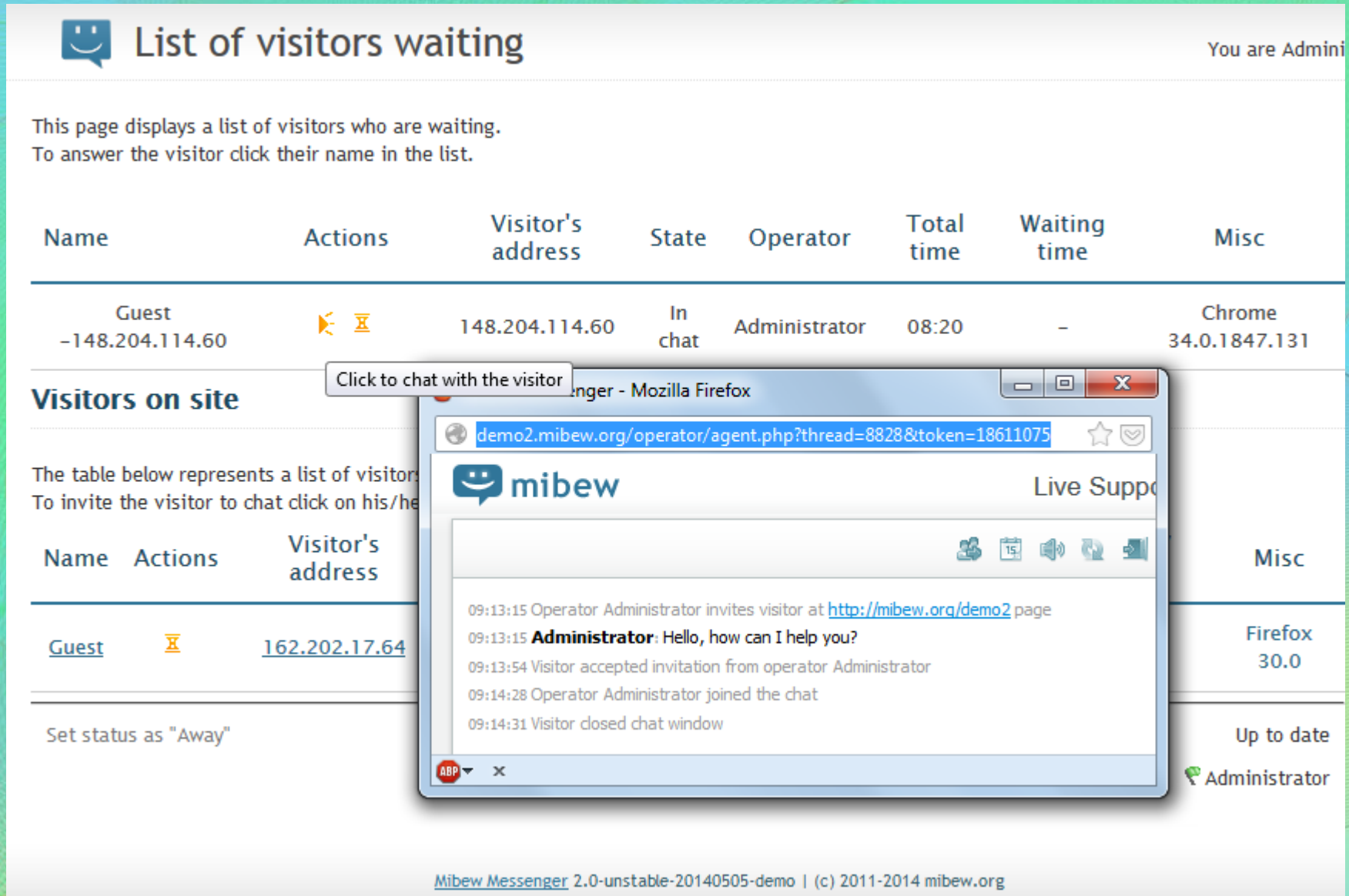


- Other CMS like WordPress, Joomla, etc.

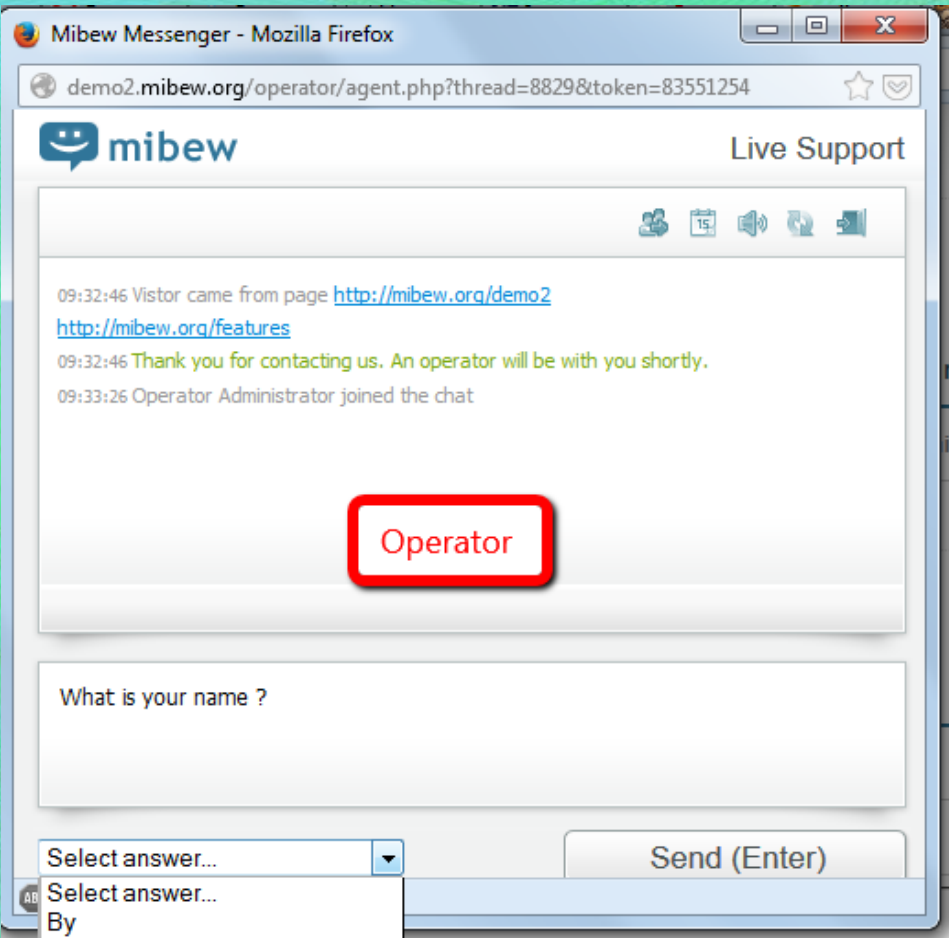
Free Chat Application Alternatives

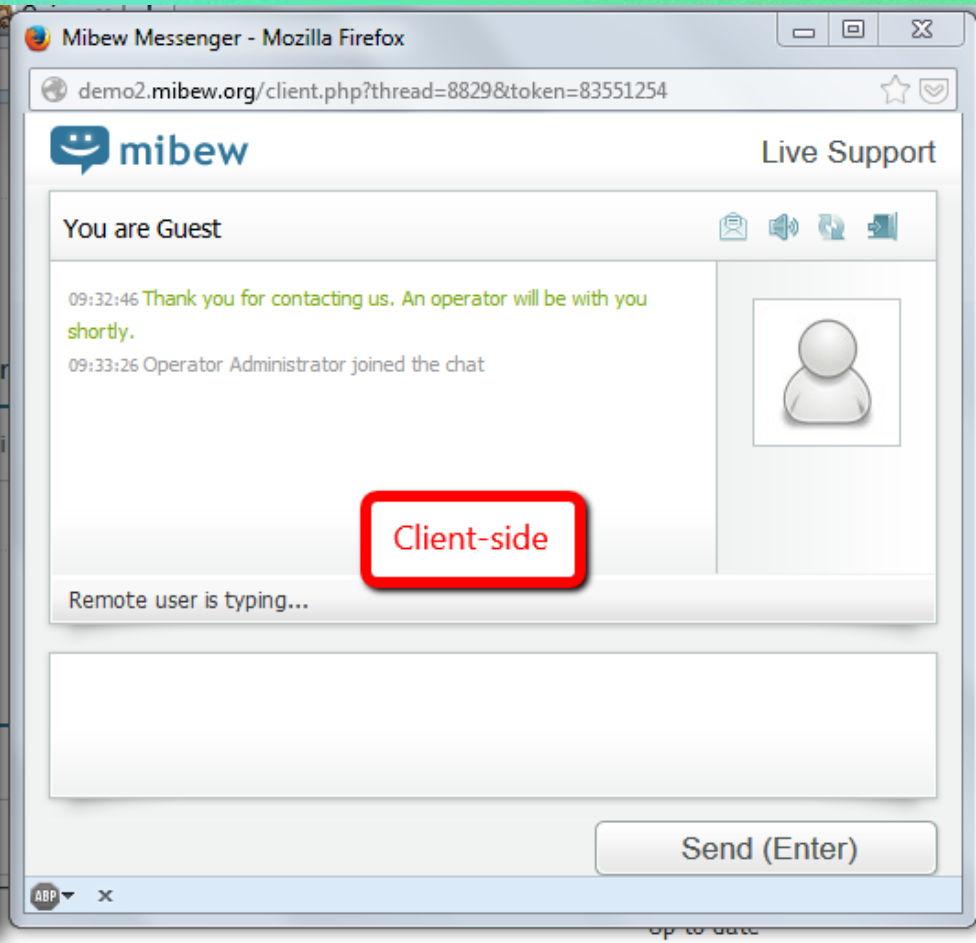
Software	Description
Mibew Mibew Messenger	• open-source real-time live support application • Requires Apache web server 1.3.34 or above, PHP v.4.4+ & MySQL v.5+ • Unlimited operators, chats, and users • Canned messages • Demo site

Mibew screencaps



Mibew screencaps



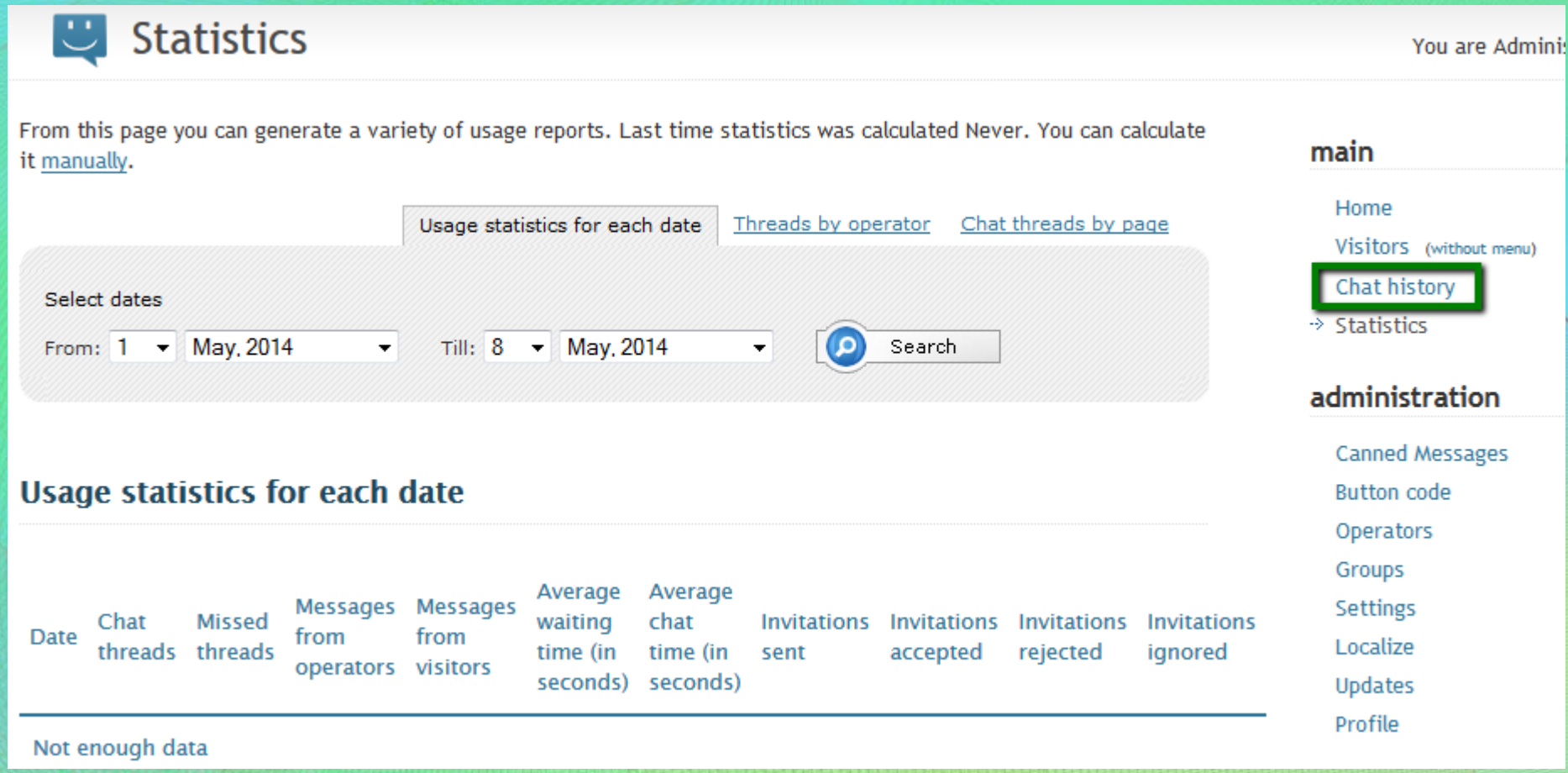


Administrator

other

Exit

Mibew screencaps



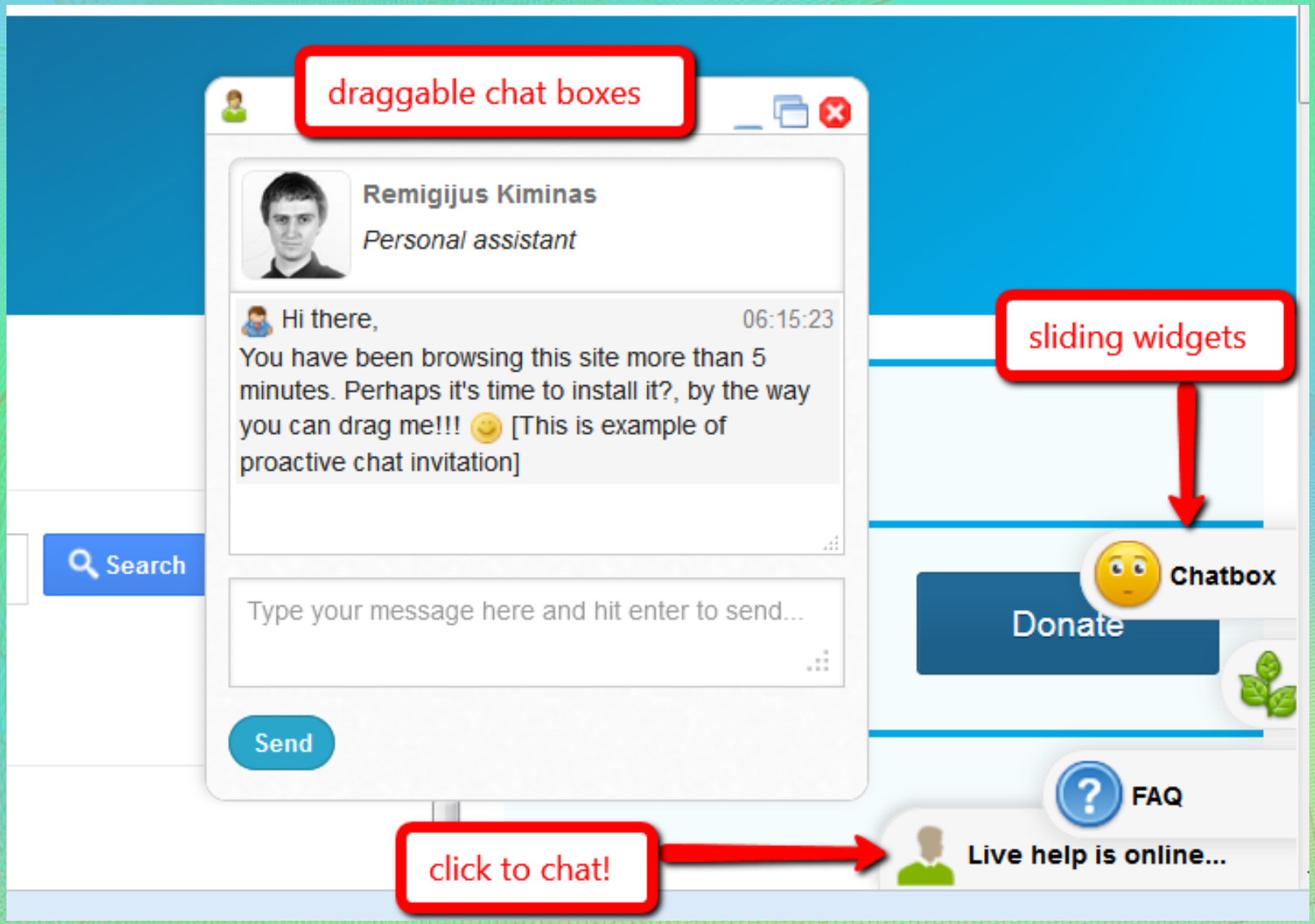
Free Chat Application Alternatives

Software	Description
Live Helper Chat	• open-source real-time live support system • Requires Apache web server 1.3.34 or above, PHP v.5.3+ & MySQL v.5+ • Unlimited operators, chats, and users • Canned messages

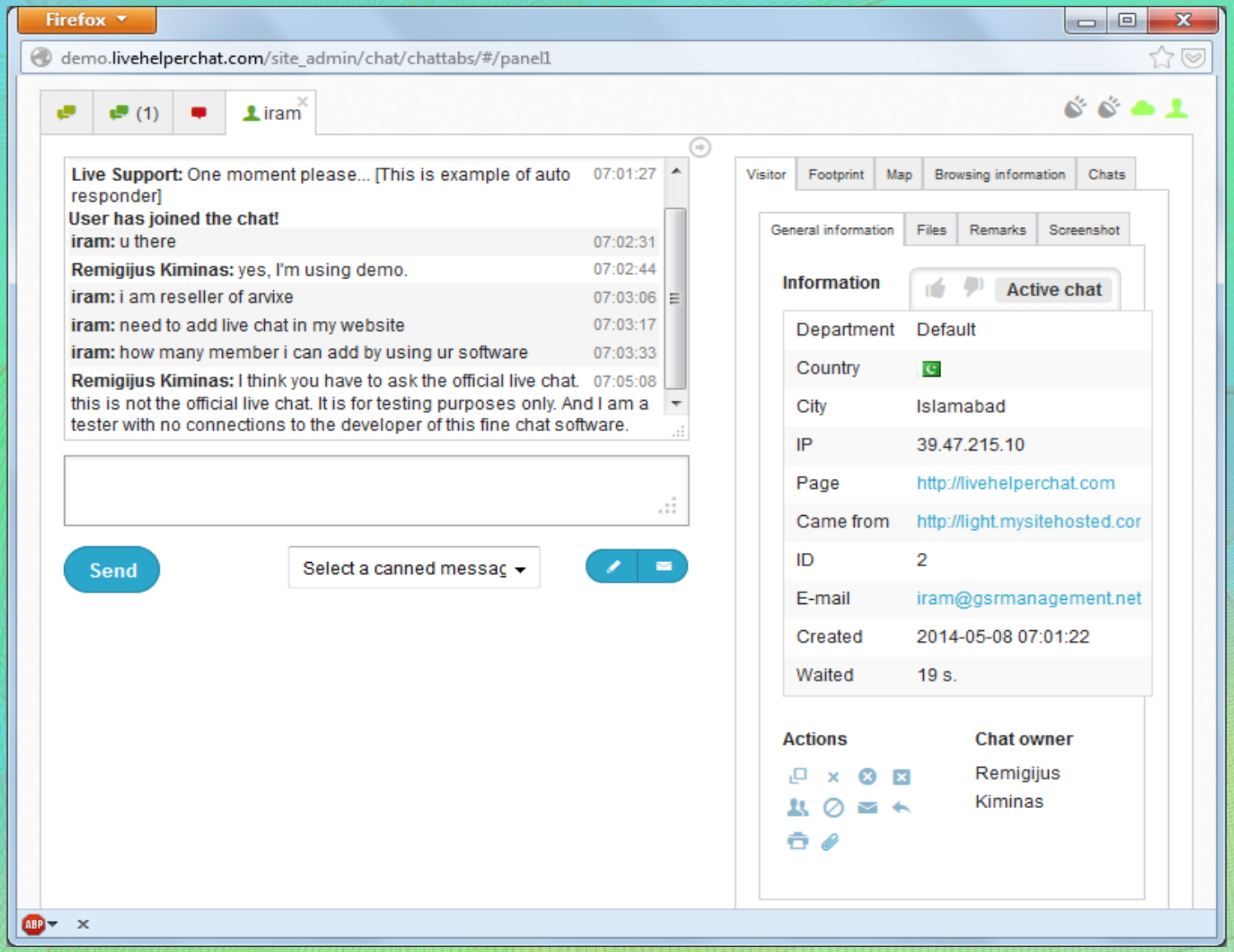
Free Chat Application Alternatives

Software	Description
Live Helper Chat	• See what users are typing before they send a message • Chats statistic generation, top chats • FAQ, Polling modules • Print, email transcripts • Can take screenshots from users • Demo admin, Demo client side

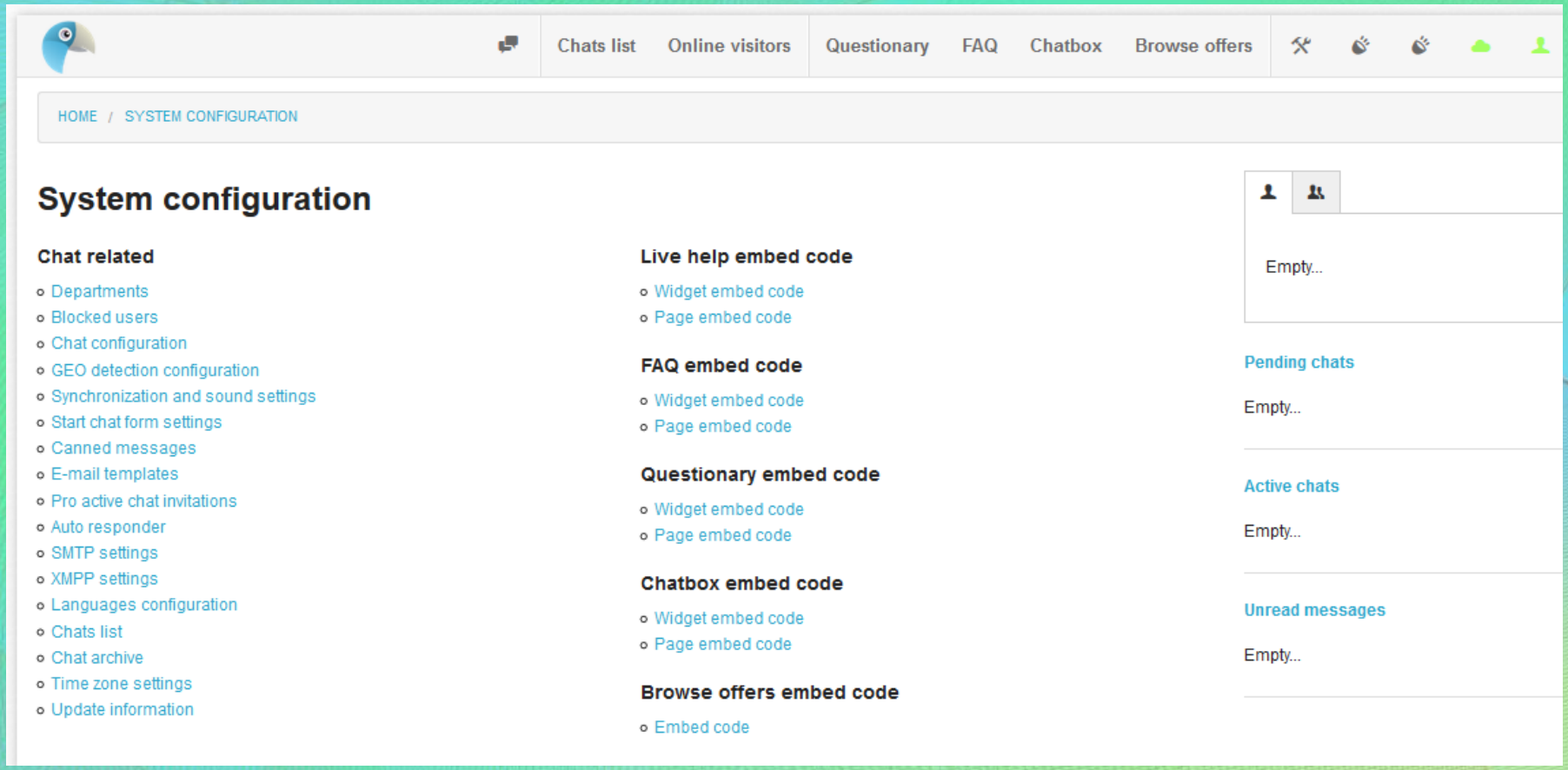
Live Helper Chat screencaps



Live Helper Chat screencaps



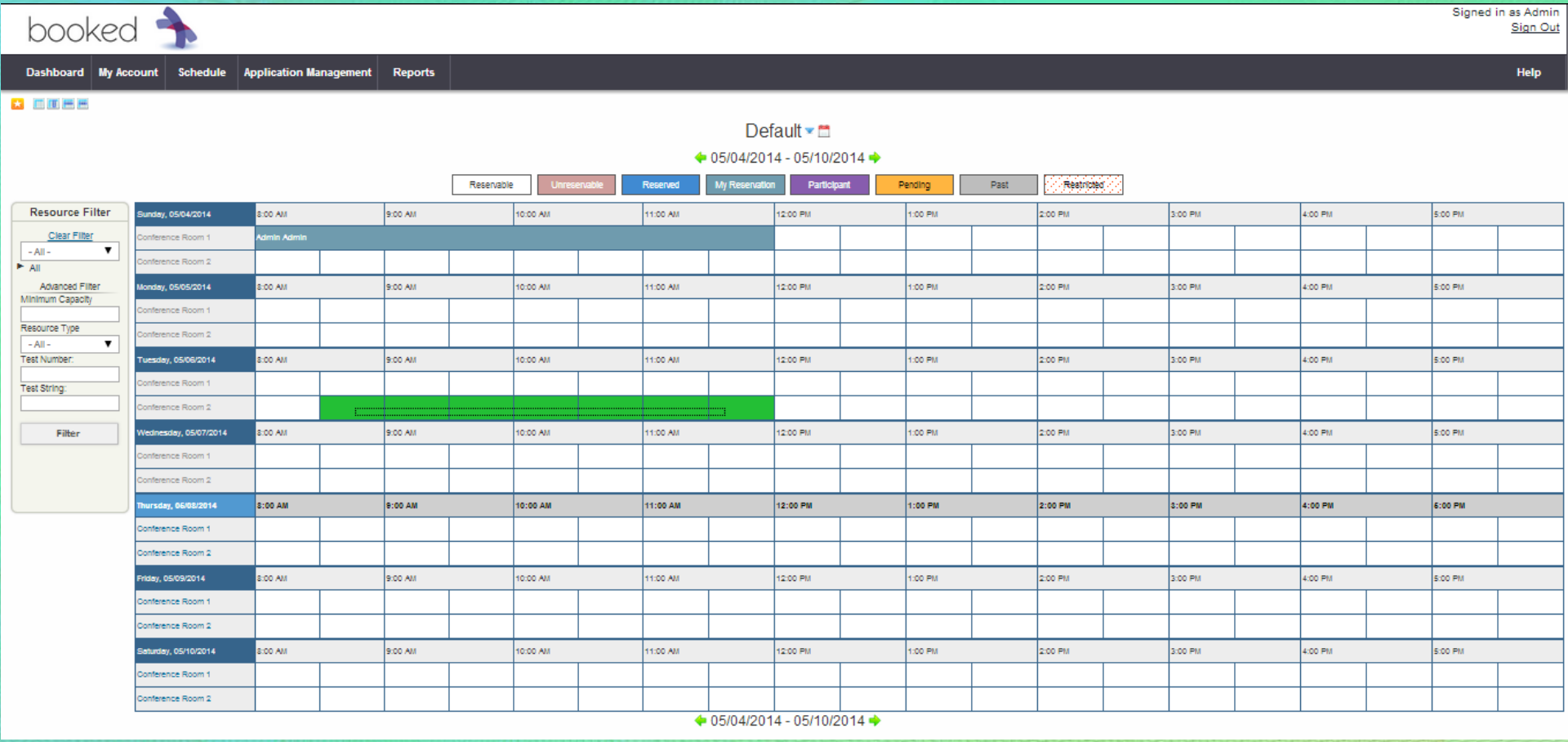
Live Helper Chat screencaps



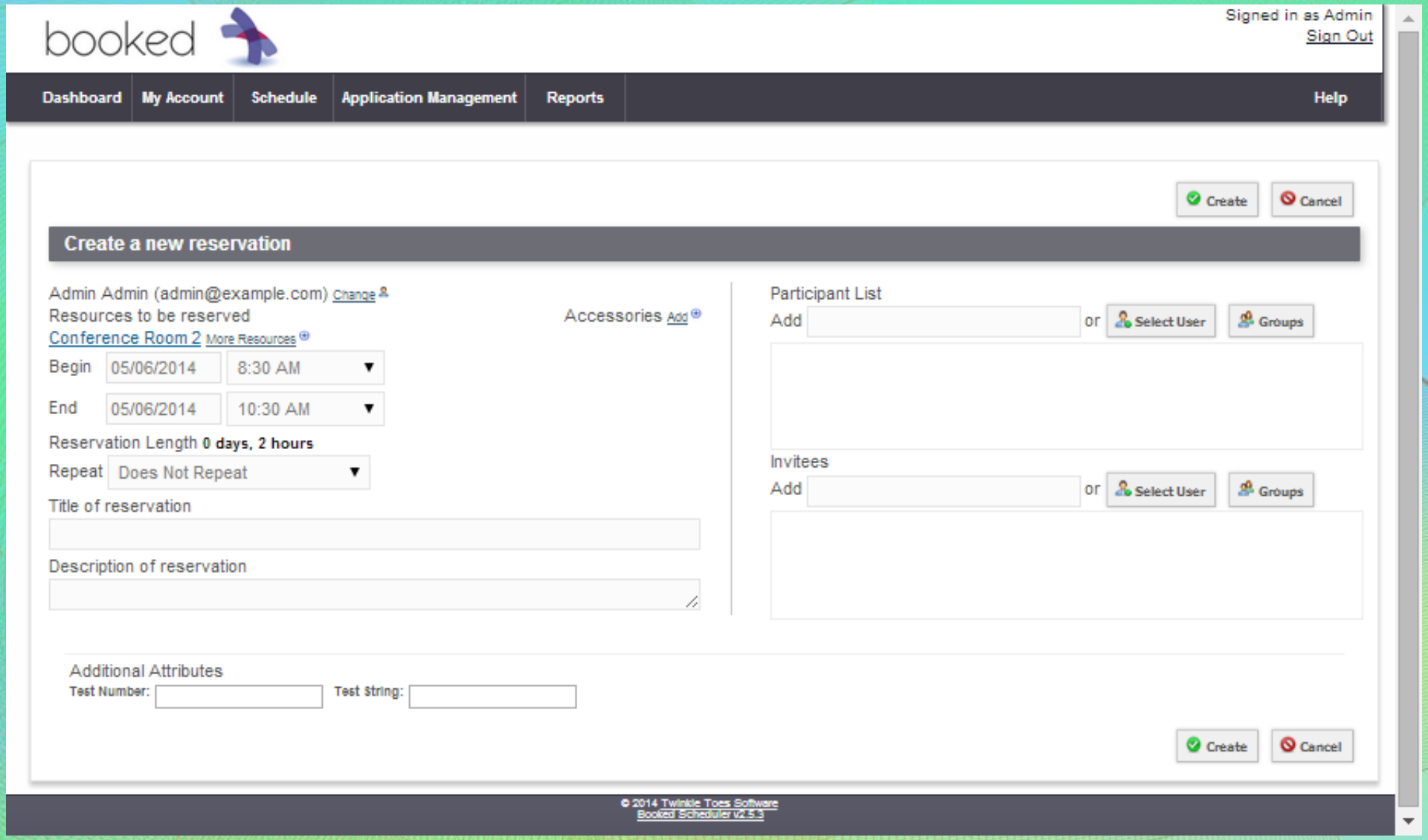
Free Calendaring Solution Alternatives

Software	Description
Booked (formerly phpScheduleIt)	• powerful reserve-anything scheduler • flexible layouts, custom rules • Integration with Outlook® and Google® Calendar • Demo

Booked screencaps



Booked screencaps



Open Source + Libraries?

- Will it be worth it?
- Success -> invest in people (extra manpower, skills) and hardware

Thank you for listening!

Shameless plugging:

Want to be in a self-paced, self-exploratory online course that brings together media-savvy professionals to share about different mobile tools and applications?

Do check out 23 Mobile Things : PH & SG: http://ntuprojects.com/23mobilethings

Where I am a mentor for Thing #15.