

21st Century Reference Services – Convergence Report

- 21st Century Reference Services Benchmarking Main/Central Libraries – Sheila Jackson
Attachment #1 *Urban Public Library Department Structures – 2001*
Attachment #2 *Urban Library System Comparisons – 2000*
Attachment #3 *Urban Public Library Department Structures – 2010*
Attachment #4 *Urban Library System Comparisons – 2009*
- Staffing for Reference in the 21st Century – Holly McCullough and Richard Kaplan
- Cataloging and Metadata – Tina LaMark and Barry Atkins
- Reference Collections and Formats – Jeff Fortescue and Tim Williams
- Web 2.0 and the Digital Future – Holly Anderton and Ryan Hughes
- The User-Centered Library and Services – Karen Rossi, Audrey Iacone and Bonnie McCloskey
Attachment #5 *Main Library Buildings, Services and Collections of Comparably-Sized Systems*