

## ACRL, 2009

The ACRL Conference is one of the most beneficial conferences that I attend on a regular basis. This year was no exception. I really enjoyed attending my first green conference – I even signed a pledge and bought carbon offsets for my airplane trip.

Gaming and social networking were two topics that dominated the conference this year. Many of the Zed Shed presentations were about social networking. I found the session on Pidgin to be especially informative. This is a service that manages both IMs and SMSs at the reference desk. Some of the widget that the presenter discussed such as lazybums would be helpful for us at our reference desk.

LibGuides was a very popular topic this year. I attended a couple of sessions that discussed this electronic pathfinder/subject guide product. We are currently using LibData which is a free open-source version of the product. We have had a few discussions at our library about the benefits of purchasing LibGuides.

I attended two sessions about “old fashioned” reference issues – information literacy buy-in among faculty and using politeness theory during the reference interview. The information literacy buy-in session was a good confirmation of what we are doing at Elmhurst College. The session on politeness theory was especially interesting. This theory was taken from the business world – customer service – and applied to the reference interview. Different interactions at the reference desk were presented and then different techniques were given for handling the “tough customers.”

The speakers were great. This year, Elmhurst College appointed a new president; he is a member of the Cherokee Nation. In light of this, it was fascinating (and funny) to hear Sherman Alexie speak. I have enjoyed his books and poetry for years. It was quite a treat to hear him speak. I also enjoyed hearing Ira Glass. Finally, I will really

appreciate access to the virtual conference that was included in the price of registration.

I'll be able to catch up on sessions that I missed or review ones that I saw.

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