

**PROGRAM AGENDA**  
**TRLN CIRCULATION AND REFERENCE FORUM**

Tuesday, March 13—1:00---3:00 pm  
D.H. Hill Library – NC State University  
Assembly Room – East Wing, 2<sup>nd</sup> Floor



- 12:30**      **Registration and Refreshments**
- 1:00-1:15**    **Welcome and opening remarks**-Assembly Room  
Carolyn Argentati, Associate Director for Public Services, NCSU Libraries  
Susan Barnard, TRLN Committee on Library Public Services
- I.**      **1:30-3:00**    **Circulation Forum**-Assembly Room  
Changes in TRLN Cooperative Borrowing-Susan Barnard  
TRLN Patron Authentication Web Page-Andrew Pace  
Cooperative Borrowing Procedures-David Taylor, Vickie Spencer  
Questions and Discussion  
Demonstration of DRA Web2 Request (time permitting)-Andrew Pace
- II.**      **1:30-3:00**    **Reference Forum**-ITTC Lab I (A&B)  
LSSI Virtual Reference Desk Service-Demonstration-Karen Ciccone  
LiveHelper and LivePerson Demonstrations-Phil Blank  
Update on UNC-CH Virtual Reference Activities-Carol Tobin  
Discussion of Reference Issues