

Nebraska Library Commission

February 17, 2009

Response to the Auditor of Public Accounts State of Nebraska Attestation Review

This is in response to the Auditor of Public Account's review of the gaming purchase transactions of the Nebraska Library Commission for the period July 1, 2007 through January 14, 2009.

The Library Commission's actions in acquiring gaming equipment and a few representative games is proper and in accord with the agency's state statutory mission and its purposes in introducing new technologies, techniques and providing information and instruction in the use of these technologies. Innovation requires latitude in researching, examining and use of new and emerging technologies to evaluate their usefulness and benefits. That is the purpose and motivation behind the Commission's purchase of gaming equipment.

In April 2005, Kurt Squire and Constance Steinkuehler co-authored "Meet the Gamers," the seminal *Library Journal* article on the topic of gaming and libraries. Later that same year (December 5-6, 2005), Jenny Levine and the Metropolitan Library System (Chicago, IL) sponsored the first Gaming, Learning, & Libraries Symposium. Since then, gaming equipment and games have become increasingly popular and in demand resources for library programming and service.

Library science professional publications, along with popular news media, have recognized and reported on the growing use of games as a component of library services. The audit report acknowledges the role of games in attracting youth to libraries when it references the "Library Gaming Census Report" included in the January/February 2009 issue of *American Libraries*. Closer to home, according to an April 21, 2008, *Omaha World Herald* article titled "Libraries Lure with Video Games," teen book circulation at Chadron Public Library increased from 20 to 30 titles per month prior to the introduction of video games, to well over 300 titles per month after.

While it is common knowledge that children and teens like to play games, games are actually popular with all ages and their benefits have been well documented. The average gamer is now 35 years old (*2008 Essential Facts About the Computer and Video Game Industry*) and, according to the *Pew Internet & American Life Project*, more than half - 53% - of all American adults play video games.

A featured news story from Grand Island reports on "Gaming at the Grand Island Veterans' Home" which was initiated by Janice Rihn, librarian at the Veterans' Home. Grand Island Veterans' Home staff has posted photos showing use of games with GIVH residents from "National Activity Professionals Week." Janice told the Veteran Home's gaming story in a guest blog post on the Library Commission's NCompass Blog.

The audit report includes a statement concerning the Library Commission's mission (per statute): statewide promotion, development, and coordination of library and information services. The Commission's mission and the responsibilities of the Commission's Network Services unit are documented in the report. The Library Commission points to the statement on page 3 that specifically addresses the NLC/Network Services function for introducing and promoting new products that assist member (Nebraska) libraries to use information technologies. A further and directly related purpose is providing cost-effective, innovative training to strengthen libraries in the use of information technologies.

The Commission's Network Services staff is expected to research and use new technologies for library applications, programming and services. The audit report notes the Commission's use of "social and sharing websites." Many organizations, public and private, and including many Nebraska organizations, are using these technologies to enhance their services. These technologies are becoming more common in use and represent new, innovative and effective ways to communicate, inform and educate.

The following are responses to the Auditor of Public Accounts findings and recommendations.

Purchase of Gaming Equipment

The Library Commission spent \$447.17 for gaming equipment and games. The Commission acknowledges that this expense included \$29.26 in sales tax which should not have been included in the billings and payments. The purchases were made online rather than purchased at local stores (Best Buy and Sears) because the items were not available locally in these stores. The Commission agrees to be observant in checking purchases made with use of a state issued purchasing card to assure that sales tax is not included in the transaction.

The audit report states that the gaming equipment was not tagged or marked as property of the State of Nebraska. This statement is not correct. All of the equipment was properly tagged and marked as State property. Although all Network Services staff have access to the gaming equipment, usage is tracked because the equipment must be reserved through the Microsoft Outlook calendar before it can be removed from the storeroom.

The purchase of gaming equipment and games is appropriate and consistent with the Commission's mission. The Nebraska Library Commission has a central purpose in promoting and introducing new technologies to Nebraska libraries. In fact, with gaming in libraries being such a hot topic in the library profession in 2007, the Nebraska Library Commission would have been remiss not to offer workshops and information sessions on the topic. Few Nebraska librarians can afford to participate in national professional associations and conferences; it is the Commission's role to help them stay up-to-date and current despite this limitation.

The purchase of gaming equipment was motivated by staff demonstrations of gaming equipment and games at library events. Initially, some Commission staff used their own gaming equipment and games for demonstrations. Given the interest and requests for further demonstrations and instruction, it was appropriate to purchase equipment for these purposes. Staff should not be expected to use their personal property for state purposes. Library workers benefit from having

an opportunity to see and use the devices that they will be considering for their own library programs and services. Commission staff was asked by Nebraska librarians to provide information about purchase of gaming equipment and games and use of these resources for library programming and services. Further, the Commission was asked to provide instruction and demonstration in use of these resources for library programming.

The following is the text of the proposal prepared by Network Services staff for purchase of gaming equipment and games.

The Proposal

During the NLA/NEMA 2007 [joint conference] the Nebraska Library Commission Network Services department set up and demonstrated three popular gaming systems that libraries across the country are beginning to incorporate into their programming. Nebraska librarians responded with great enthusiasm, and since that time we have received multiple requests to demo or loan out “NLC’s equipment.” We have been unable to accommodate these requests to date due to the fact that NLC doesn’t own any gaming equipment; equipment used at NLA/NEMA and at the earlier NAM meetings was borrowed from staff members and friends of staff members.

To rectify this situation and to respond to the many expressions of interest, Network Services is proposing that we offer a series of workshops around the state on gaming in libraries. The first session is tentatively scheduled for April 17, 2008 here at the Commission. To support these sessions we are requesting that the Commission invest a little over \$500 for the items listed below. These would be one-time costs for whole series:

|Item|~ cost| |PS2|\$130| |Rock Band for PS2|\$170| |DDR & 2 Pads|\$75| |Tournament prizes|\$150| |TOTAL|\$525|

Why are these expenses justified? We believe Jenny Levine says it best in a recent blog post:

I think the social interactions and socialization that takes place around gaming are often overlooked as being something less valuable than when it happens around books. This is one of the reasons that (as with anything) you can’t truly understand the benefits of video games in libraries if you’ve never played them. It’s why I encourage regional organizations (like state libraries and consortia) to purchase a console in order for their member librarians to experience this. It’s difficult to have an informed discussion without the experiential learning aspect. It’s like deciding if a library should offer a book discussion without ever having read a book.

-- Jenny Levine, Still More Reasons to Offer Gaming in Libraries (and the Value of Play)

In 2007 and 2008, the Nebraska Library Commission held a variety of sessions across the state on “Gaming in Your Library.” Each event featured a panel of Nebraska librarians who presented on using gaming in their libraries to attract and retain library users. Events included the following:

- NEBASE Annual Meeting – East (August 9, 2007 in Lincoln) - featuring panelists Sean Story (Lincoln City Libraries), Russ Harper (Omaha Public Library), and Celine Stahlnecker (Grand Island Public Library)
- NEBASE Annual Meeting – West (October 4, 2007 in Scottsbluff) – featuring panelists Scott Kinney (Chadron Public Library) and Marjorie Harrison (Panhandle Library System)
- Get Your Game On! The Why and How of Gaming in Your Library (April 17, 2008 in Lincoln) – featuring panelists Karen Choy (Keene Memorial Library, Fremont), Julie Humphrey (Lincoln City Libraries), and Janice Rihn (Grand Island Veterans Home Library)

Commission staff also presented on “Why Gaming in Your Library” at the July 31, 2008 University of Nebraska-Lincoln Libraries workshop on gaming equipment and games. Participation was at the invitation and request of UNL Libraries staff.

The audit report states that “none of the games purchased were so complicated or out of the ordinary as to require the Commission to demonstrate their use...” While we would agree that the games are not complicated, we also know that librarians in the state vary widely in terms of their comfort level with technology and equipment, and that many of those without prior gaming experience would be hesitant to introduce gaming into their library sight unseen. Comments collected through workshop evaluations bear this out (more survey responses can be found in Appendix A):

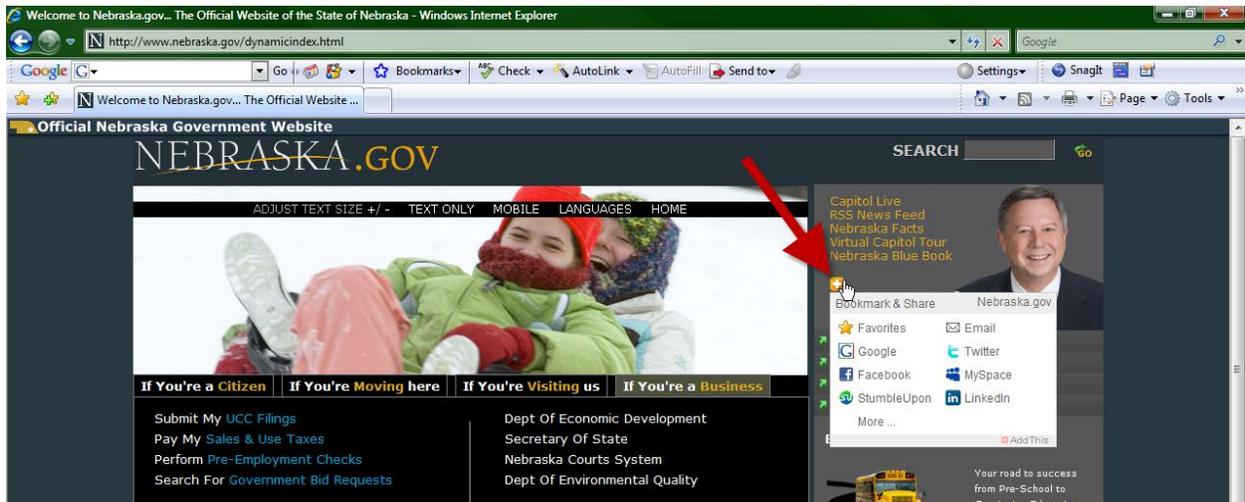
- “I learned a lot about how libraries are using the gaming systems. I had no idea how they worked.”
- “Thank you! Now I know I CAN run a successful gaming program even though I have only played one day in my life!”
- “I just didn't understand how to set up a gaming afternoon. My family didn't own a system and I wasn't familiar with any of the systems.”
- “Good to share ideas and have a hands on. Didn't know how the games worked before.”

By way of comparison, the Library Commission and the regional library systems offer Summer Reading Program workshops. The point of these workshops is to share programming ideas and best practices, not to talk about the nuts and bolts of checking out books to kids.

Online Postings

The report states that the Commission's Network Services employees posted photos and videos to social and sharing websites (YouTube and Flickr). This is a practice common to many organizations, including the President of the United States and other public officials, colleges and universities, and state agencies. The Nebraska.gov website features an “Add This” button encouraging visitors to share the site on various social networking websites, like MySpace and Facebook:

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The Nebraska Lottery and the Nebraska Department of Health & Human Services have Flickr accounts. The Nebraska Arts Council and the Nebraska Division of Travel and Tourism both have Facebook fan pages. The Nebraska Division of Travel and Tourism, Nebraska World Day on the Mall and the Nebraska Department of Roads all have YouTube channels. At the request of the Nebraska Information Technology Commission, the Nebraska Webmasters' Group has formed a Social Networking Tools & Services Committee. The committee was formed to address the use of social networking services by State of Nebraska entities for the purpose of broadcasting agency news, marketing its products or services to the public, or just expanding its contact base.

The report states that there was no documented approval or monitoring of the postings by Commission management. In reviewing this statement, staff has checked internal communications and has confirmed that there was awareness and approval of the postings.

The uploading of video clips to YouTube and pictures to Flickr, and the subsequent use of those video clips and photos in blog posts, are intended to model for librarians how they can use these free online tools to promote their own library activities and generate interest in their communities. Libraries don't have big marketing budgets so many of these tools are great new avenues for them to inform the public about their services.

YouTube

To understand the intent of the videos, they need to be seen in context. The videos were referenced and embedded within posts on the Nebraska Library Commission's NCompass blog.

The Rock Band video was done to promote the Gaming Workshop. An initial blog entry was posted on November 30, 2007 announcing the workshop (http://www.nlc.state.ne.us/blogs/nlc/2008/01/gearing_up_for_gaming.html). A follow-up blog entry was posted on January 18, 2008, in which we embedded the Rock Band YouTube video (http://www.nlc.state.ne.us/blogs/nlc/2008/01/gearing_up_for_gaming.html). The

purpose of the follow-up post was to remind people of the upcoming workshop and to create interest through the inclusion of a visual -- the video.

The Guitar Hero video was done to promote the Gaming Program at the Commission's NEBASE Annual Meeting 2007. This meeting was announced in a July 18, 2007 blog post

(http://www.nlc.state.ne.us/blogs/NLC/2007/07/play_games_at_the_nebase_annua.html

). A follow-up blog entry was posted on July 19, 2007, in which the Guitar Hero YouTube video was embedded

(http://www.nlc.state.ne.us/blogs/NLC/2007/07/guitar_heroes.html). Again, the purpose of this post was to create interest in the upcoming meeting and presentation.

Flickr

The audit report notes that two flickr accounts have been paid for but only documents the addition of photos to the account used for current activities involving Library Commission staff. The second account, Nebraska Memories, modeled on the Library of Congress flickr account, features digitized images of Nebraska sites from the past. Each of these images, selected from the Nebraska Memories database (<http://memories.ne.gov>), provides another access link for searchers wanting to see items from Nebraska's history.

Second Life

The audit report notes two events held in "the virtual world Second Life." The first of these events was held to introduce the Commission's Second Life site. Shannon White, Network Services Director at that time, informed staff of the Second Life demonstration in an e-mail message on May 10, 2007 (subject line: NLC Second Life Open House Friday 3-5pm). Shannon said in her message "Feel free to drop by and see how things work in Second Life from 3:00-5:00 on Friday afternoon."

The second event was announced to staff by Shannon White as a demonstration of Second Life (Second Life Demonstration is the subject line of the message) in an e-mail message on October 30, 2007. Shannon said in her message that the event was intended as "a chance to meet other librarians and educators using Second Life in their workplaces for programming and creative learning activities." Labeling the event as a "Halloween Party" fails to recognize that the intent was to introduce, demonstrate and offer a chance for staff to gain experience in using Second Life as a new approach to learn about new technologies and to consider their use for library purposes. It should be noted as well that this activity involved few Commission employees and did involve those who are learning about and using this new technology for its potential in informing, educating and creating awareness of the Nebraska Library Commission and its many public services.

Second Life is a new technology of interest to library professionals. The Library Commission purchases publications, including DVDs, for its circulating professional collection. The two DVDs concerning Second Life noted in the auditor's report are available for information and instruction, and they have been borrowed for those uses. The Commission acquires DVDs and

other media for its professional collection for use by Nebraska library workers and library science students. The purchase of these two videos, at a cost of \$27, was entirely appropriate and within the Commission's acquisition policies and guidelines. See appendix B for a list of other materials related to gaming, Second Life, and other social network topics available for loan from the Library Commission.

The Library Commission's website includes a section which describes the Commission's use of Web 2.0 services being used and experimented with by the Library Commission. The description for Second Life includes this statement:

“ . . . Our purpose in Second Life is three-fold: To network and develop professional relationships with other librarians from around the country and around the world, to explore whether and how libraries might use 3-D virtual worlds to reach out to new users, and to gain first-hand knowledge of library activities in Second Life that we can bring back and share with interested Nebraska librarians.”

The image below is from the Library Commission's Second Life building. This image features images from the Commission's Nebraska Memories website.



The audit report states that there was no documentation on file to indicate the Network Services Director or Commission Director had approved the information and pictures maintained on the site or the timing of the actual event. In further review, staff have found and confirmed written documentation. Indeed, Shannon White, who was the Commission's Network Services Director at that time, not only approved but was actively involved in planning and publicizing the event. The Commission Director was aware of plans for the event and attended the presentation and demonstration.

There are other Nebraska public entities using Second Life including the University of Nebraska at Omaha and the University of Nebraska-Lincoln. There are other state library agencies (e.g.,

Kansas State Library and South Carolina State Library), library science professional schools, and university libraries that are using Second Life to enhance their services.

Employee Recognition

The audit report notes the Commission's "Library Worker Appreciation Day" held on April 15, 2008. Also as noted, this was part of National Library Workers Day, an event introduced in 2003 by the American Library Association to recognize people working in libraries. The audit report documents the use of the gaming equipment and games as part of the Commission's "Library Worker Appreciation Day" event.

The Commission responds that this event was essentially a mid-day event held from 11:00 – 1:30 (the time period within which Commission employees take a half-hour to hour lunch break). Gaming equipment was made available to try out beginning at 11:00 a.m. A pizza and soda lunch was provided at the personal expense of supervisors. No public funds were spent for the staff lunch. From 11:30 – 12:30 staff was invited to discuss impressions and experiences concerning their participation in a voluntary staff learning activity "23 Things." A prize drawing was held beginning at 12:30 for those staff who completed the learning activity. The prizes were MP3 players personally contributed by Shannon White and Rod Wagner. No public funds were used for purchase of the prizes. The event concluded at 1:30 p.m. Not all staff participated and for those that did, their participation was during their lunch break. The portion of the event that involved discussion of the "23 Things" was considered as work time. The following are questions that Shannon White included in her message for staff to consider for the "23 Things" discussion:

- What tool or site did you find the most useful?
- What tool or site did you find the least useful?
- Was there something we didn't cover that you think we should have?
- Which tool or site do you think will help you most with your work here at the Commission?
- If we did it all again, what do you think worked the best?
- If we did it all again, what would you change?
- What should we do the same and/or change if we were to repeat this program on a state-wide level?

Overall Conclusion

The audit report states that gaming equipment is being used by Commission employees during work hours on State property. It is accurate to say that gaming equipment was used, for the work-related demonstration and training events described. The equipment has not been used since. However, the Commission continues to receive interest in the gaming equipment from librarians and will offer future demonstrations and training.

Appendix A: Selected Survey Quotes

Get Your Game On! The Why and How of Gaming in Your Library: April 2008 Workshop Evaluation

What was your familiarity with gaming prior to attending this workshop?

- I have never had a chance to play. It was great fun.
- I learned a lot about how libraries are using the gaming systems. I had no idea how they worked.

Do you have any new ideas you plan to try out at your library as a result of attending this workshop? If so, what?

- We are planning to use the Wii & games to bring people into the library who currently don't use our services. We plan to incorporate our Wii programming into current patient groups providing exercise and socialization needs.
- Even though my focus is on young adult services I thought it would be fun to offer gaming to all ages especially seniors after hearing the presentations.

Did this session meet your expectations?

- I wanted to find out more on what types of systems to purchase, how to play the games, and what other libraries do.
- Thank you! Now I know I CAN run a successful gaming program even though I have only played one day in my life!
- Yes. I really knew nothing about offering gaming in our media center. Attending the workshop gave me some idea of what to expect and what to offer our youth.

What did you like best about this workshop?

- **Getting to try out the games**, talking to representatives from other libraries about their experiences with gaming at the library.
- It was **nice to be able to play the games** and not just read about them or see them on display in a store.
- **Seeing and feeling the potential of gaming** for individuals and groups.
- How other libraries are using gaming, also **a chance to play the games** that you hear the kids talking about.
- **Trying out the games.**
- Guitar Hero
- **Getting to try out the new stuff.**
- Brief speakers and the **hands on.**
- The actual **hands-on experience.**

- The chance to **really get time to play the games.**
- Probably **trying out the games** - allowing for ideas of what would work in our library.
- The **hands on use of the equipment** that I would normally not have access to.
- **Having a chance to try the systems and being able to ask any question that came to mind w/o feeling like I was being judged.**
- **Actually being able to use the games with other adults who had very little experience with them.**

What suggestions do you have for improving this workshop?

- A presentation about different game consoles, including pros/cons & list of games that would be appropriate for play in a library.
- Have more games available
- More games to try.

What other topics would you like to attend workshops on?

- After a few more of us are able to have gaming rooms, it would be helpful to have workshops on how to set up the consoles. Such things as upgrading them (if needed - like the Playstation 3), attaching them to the TV/projector/internet, etc.

Other comments:

- It was fun and informative!
- I am glad I made it from the waiting list to the workshop.
- It was really fun and informative. Thanks!
- Learned so much.
- The workshop was very helpful and worth attending.

Gaming in Your Library: NLC Panels and Workshop: Follow-up Evaluation

If you have a gaming program at your library, please share your story with us - how your program was started, how it has evolved, what you are doing now, etc.

- We have incorporated gaming into our teen summer reading program and use it for special events. Not just electronic gaming--board games are proving popular as well.
- we started with gaming as a way to control the upwards of 100 teens passing through each afternoon. our "regulars" wanted to set up rules and they became our Game Council. We now offer gaming 5 days a week with two days supervised by council members.
- The DHHS Library Consortium wrote a LSTA grant for Wii gaming systems. We were awarded the grant and I immediately jumped in and started purchasing consoles and game disks. We started in June and the recreation dept. set up Wii bowling tournaments which were very successful. During the school day, releases come into the library media center and use the Wii. They prefer to Wii over using the computers, which is good in our institution.

- After approaching my director with my excitement (several times) we purchased a Wii. It was first used at our nursing homes and retirement center, then on National Game Day. We had a very good response.

How did the Gaming in Your Library panel or workshop that you attended influence your choices about gaming in your library?

- Only made the need and desire to do this greater...more essential vs. "a nice thing to offer."
- I always knew it would be fun to try, I just didn't understand how to set up a gaming afternoon. My family didn't own a system and I wasn't familiar with any of the systems.
- made me more familiar with it.
- Good to share ideas and have a hands on. Didn't know how the games worked before.
- The workshop helped me to decide which equipment to buy since we were able to play with them.
- Greatly. It took awhile for our library to get one. I even purchased a Wii myself. I work with the middle school kids and I feel this is good fun tool for our library. I even used it in my SRP last year.

Please share any feedback you have received from your patrons about gaming in your library.

- They like it. Want varying age groups.
- Probably half of the kids already owned gaming systems, but wanted to play with friends and meet new ones.
- We have had several family Wii events that were well-received.
- This reaches out to those who cannot afford to purchase one in their home. I have had a good response from the Hispanics in our area.

Other comments:

- This was probably one of the best workshops I have been to. The presenters were very up on the systems and having the ability to try the games was awesome!
- I loved the workshop, I found out what other libraries are doing,
- Little do they know they are improving their musical abilities, rhythm, eye hand coordination and other abilities.
- Thanks so much for the introduction to gaming.

Appendix B: Web 2.0 items in the NLC collection

Call number	Title	Checkouts	Renewals
DVD	Philip Rosedale : Second Life : what do we learn if we digitize everything?	2	
DVD	Second life : a documentary	2	
DVD	Soaring to excellence. Trends, fads, or folly? : spotting the library trends that really matter	3	
DVD	Wikis, podcasts & blogs, oh my! : Web tools for your library	3	
GV1469.16 .S63 P74 2006	"Don't bother me Mom, I'm learning!" : how computer and video games are preparing your kids for twenty-first century success and how you can help!	1	
GV1469.17.S63 K36 2008	Game boys : professional videogaming's rise from the basement to the big time	1	1
GV1469.25 .S425 B44 2007	A beginner's guide to second life	3	1
GV1469.25 .S425 C37 2007	The unofficial tourists' guide to Second Life	2	
GV1469.25 .S425 H43 2007	Scripting recipes for second life	3	7
GV1469.25 .S425 L83 2007	The Second Life Herald	1	
GV1469.25 .S425 M36 2008	How to do everything with Second Life	4	
GV1469.25 .S425 R63 2008	Second Life for dummies	1	4
GV1469.25 .S425 T37 2008	Designing your second life	1	1
GV1469.25 .S425 W545 2008	Second Life : a guide to your virtual world	1	1
GV1469.25 .S43 S43 2007	Second life : the official guide	5	
GV1469.3 .B43 2004	Got game : how the gamer generation is reshaping business forever	1	3
GV1469.3 .B44 2006	The kids are alright : how the gamer generation is changing the workplace	1	2
GV1469.3 .G43 2007	Gaming lives in the twenty-first century : literate connections	1	1
GV1469.3 .G44 2007	What video games have to teach us about learning and literacy	1	
GV1469.3 .N45 2007	Gamers-- in the library?! : the why, what, and how of videogame tournaments for all ages	3	1
GV1469.6 .G36 2006	Gaming as culture	1	
HD30.2 .W4516 2007	Everything is miscellaneous : the power of the new digital disorder	4	3
HF5415.1265 .M53 2008	Twitter revolution : how social media and mobile marketing is changing the way we do business & market online	2	
HF5415.1265 .O34 2008	Twitter means business : how microblogging can help or hurt your company	1	
HN49.V64 R54 2008	Mobilizing generation 2.0 : a practical guide to using Web 2.0 technologies to recruit, organize, and engage youth	2	
QA76.9 .B45 2007	Cybersins and digital good deeds : a book about technology and ethics	1	

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TK5105.8884 .C59 2004	Weblogs and libraries	3	
Z674.75 .I58 F37 2007	Social software in libraries : building collaboration, communication, and community Online	3	
Z674.75 .I58 S63 2008	Social software in libraries	0	
Z674.75.W67 K76 2008	Web 2.0 for librarians and information professionals	2	
Z675 .U5 L48 2007	Library 2.0 initiatives in academic libraries	2	
Z680.3 .C66 2008	Library blogging	3	2
Z680.3 .S38 2006	Blogging and RSS : a librarian's guide	11	1

Appendix C: The Nebraska Library Commission in Second Life

In Second Life there are small text files called NoteCards. Residents can touch items in Second Life and receive a NoteCard. On the first floor of the Library Commission's building we have an About the Library Commission sign. Touching this sign provides Second Lifer residents with the following information.

Welcome to the Nebraska Library Commission in Second Life!
(In Real Life we are located in Lincoln, Nebraska, U.S.A <http://www.nlc.state.ne.us>)
Nebraska Library Commission (232,216, 24)
Who we are:
The mission of the Nebraska Library Commission is statewide promotion, development, and coordination of library and information services. As the state library agency, the Commission advocates for the library and information service needs of all Nebraskans.

Why we are in Second Life:

1. To network and develop professional relationships with other librarians from around the country and around the world.
2. To explore whether and how libraries might use 3-D virtual worlds to reach out to new users.
3. To gain first-hand knowledge of library activities in Second Life that we can bring back and share with interested Nebraska librarians.

What services do we offer to Nebraska libraries and librarians?
If you are a librarian, you're probably familiar with the types of programs and services state libraries provide to the libraries and librarians they serve, e.g., continuing education and training, administration of state aid and federal grants, etc.

What if you're not a librarian?
We still think we have something to offer you! Here are a few services that might interest you:

- * NebraskAccess <http://www.nlc.state.ne.us/nebraskaccess>
NebraskAccess offers free online access to current magazines, journals, newspapers, genealogy and business information to all Nebraska residents. Are you a Nebraska resident in RL? If so, then you are eligible to use NebraskAccess. Contact your local library for a password or login with your Nebraska driver's license number.
- * Nebraska Memories: <http://www.nebraskamemories.org/>

Nebraska Memories is a cooperative project to digitize Nebraska-related historical and cultural heritage materials and make them available to researchers of all ages via the Internet.

- * Ask A Librarian - <http://www.nlc.state.ne.us/ref/contactus.html>
Have a question about Nebraska? Our reference staff accepts questions via online form, email, phone, and IM.
- * Nebraska FAQs - <http://www.nlc.state.ne.us/bestofweb/NEfaq.html>
Answers to frequently-asked questions about Nebraska.

* Subject Guide to Nebraska State Government

<http://www.nlc.state.ne.us/nebraska/subject.html>

A topical guide to Nebraska agencies and information.

* Talking Book and Braille Services - <http://www.nlc.state.ne.us/tbbs/tbbs1.html>

Talking Book & Braille Services (TBBS) provides free books and magazines on cassette and in Braille to Nebraskans with a visual or physical condition or a reading disability which limits use of regular print.

In another area on the first floor of the building links are provided to the following locations:

1. Nebraska Library Commission (<http://www.nlc.state.ne.us>)
2. Nebraska Memories (<http://www.memories.ne.gov>)
3. NebraskAccess (<http://www.nebraskaccess.ne.gov>)
4. Nebraska Tourism (<http://www.visitnebraska.com>)
5. The Official Website of Nebraska (<http://www.nebraska.gov>)
6. Photos of Nebraska Public Libraries
(<http://www.flickr.com/photos/librarycommission/sets/72157594548710313/show/>)

The following is the text of a NoteCard about Nebraska Memories and the images that are on display on the second floor.

Nebraska Memories

Nebraska Memories is a cooperative project to digitize Nebraska-related historical and cultural heritage materials and make them available to researchers of all ages via the Internet. The database currently contains approximately 2,000+ digitized items and continues to grow each month. These digital collections are created by Nebraska libraries either alone or in partnership with other Nebraska cultural heritage institutions such as museums and historical societies. The collection contains photographs, documents, artifacts, papers, manuscripts, maps and audio files.

Visit Nebraska Memories at: <http://www.memories.ne.gov>

Items on display include:

Fall in Nebraska:

Apples galore: Horticulture Building <http://memories.ne.gov/u/?nshs,196>

Child holding squash <http://memories.ne.gov/u/?nshs,25>

Child sitting with vegetables <http://memories.ne.gov/u/?nshs,54>

Four men with shotguns <http://memories.ne.gov/u/?nshs,103>

Girl sitting on pile of corn cobs <http://memories.ne.gov/u/?nshs,215>

Haying crew <http://memories.ne.gov/u/?nshs,52>

Man and woman with coyote hides <http://memories.ne.gov/u/?nshs,104>

Nebraska corn, 1905 <http://memories.ne.gov/u/?nshs,49>

Old style threshing outfit, Nebraska <http://memories.ne.gov/u/?nshs,121>

Produce exhibit at fair <http://memories.ne.gov/u/?nshs,437>

Snow/Winter:

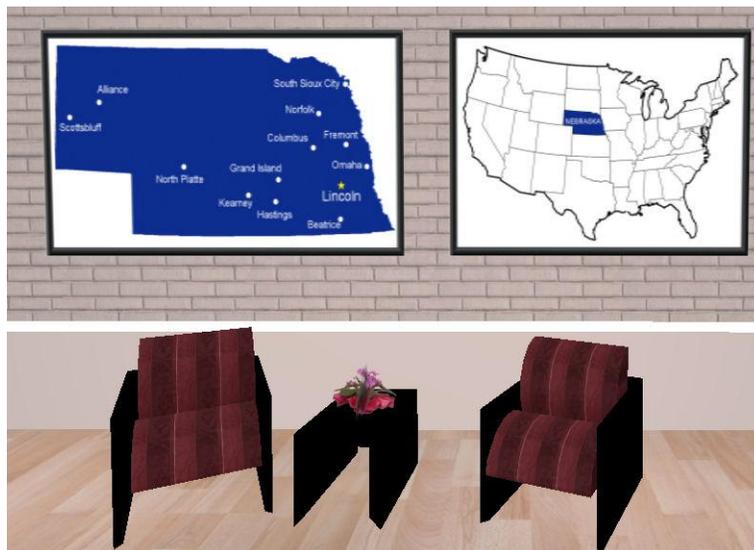
Children in front of school during winter <http://memories.ne.gov/u/?nshs,118>

Fort Niobrara after blizzard <http://memories.ne.gov/u/?nshs,513>

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Man among frosted trees <http://memories.ne.gov/u/?nshs,85>
Man in wagon in snow <http://memories.ne.gov/u/?nshs,99>
Snow fence <http://memories.ne.gov/u/?nshs,468>
Three women near ice blocks <http://memories.ne.gov/u/?nshs,369>
Christmas:
Christmas tree <http://memories.ne.gov/u/?nshs,462>
Cratchit family from "A Christmas Carol" <http://memories.ne.gov/u/?ocp,11>
Family by Christmas tree <http://memories.ne.gov/u/?nshs,463>
Santa Claus and reindeer <http://memories.ne.gov/u/?bcg,929>

Below are some additional photos of our Second Life presence highlighting the Nebraska promotion-orientation nature of the site.



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