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Nota di contenuto	Table of Contents; Chapter 1 - VoIP Demystified; Why VoIP?; The Library Hype Cycle; Learning to Fail; A Lesson in Layers; You Asked for It; Unequal Access: Phone and Broadband; Laying the Groundwork; VoIP Defined; Three Types of VoIP; Rates of Adoption; Quality, Stability, and Security; Notes; Chapter 2 - IP Phones, Software VoIP, and Integrated and Mobile VoIP; Type 1: IP Phones; User Experience; Infrastructure and Benefits; Quality, Security, and Stability; Carriers; Type 2: Software VoIP; Audio/Visual Externals; Classes of Software VoIP; Quality, Security, and Stability Type 3: Mobile and Integrated VoIP Mobility and Adaptation; Adoption (and Resistance); Benefits and Issues of Mobile VoIP; Integrated VoIP; Notes; Chapter 3 - VoIP in Professional Communication, Collaboration, and Development; Workplace Telephony; Flexible Work and Distance Collaboration; Recruiting and Interviewing; Virtual Participation; Online Learning and Development; Notes; Chapter 4 - VoIP in Reference, User Services, and Instruction; VoIP Reference; Video Kiosks; International Services; Virtual Participation and Community Building; Distance Learning and Instruction

Content Creation and Archiving Conclusion; Notes; Chapter 5 - Video Kiosk as Hype Cycle; Technology Trigger; Peak of Inflated Expectations; Trough of Disillusionment; Slope of Enlightenment; Plateau of Productivity; Notes; Chapter 6 - Lessons for Library Innovation; Analyzing the Kiosk Experience; Knowledge Sharing; Organizational Culture; Rationalizing Expectations; Video Reference; Consolidating the Streams with Universal Communicators; Fidelity, Social Presence, and User Preference; The Uncanny Valley; Learning from History; Notes Chapter 7 - Knowledge Sharing and the Next-Generation Network From Hype Cycle to Innovation Trajectory; From Disruption to Diversification; In Closing: Knowledge Sharing Leads to Hype Cycle Productivity; Notes

Sommario/riassunto

Char Booth examines the long-term adoption of one established tool, Voice over Internet Protocol (VoIP) in order to gain insight into the library innovation process.
