

Who to Contact for More Information

Diana Mitchell
Midwest Collaborative for Library Services
517-394-2420 x112
mitchelld@mcls.org

Sandy McCarthy
RHN Co-Administrator
Washtenaw Community College
734-677-5293
mccarthy@wccnet.edu

Ann Walaskay
RHN Co-Administrator
Oakland Community College
248-522-3612
aawalask@oaklandcc.edu

Lauri McIntosh
QuestionPoint Contact
OCLC
Phone: 800-848-5878, ext. 4065
mcintosl@oclc.org

Research Help Now website
<http://www.researchhelpnow.org>



researchhelpnow



What's in it
for **YOU?**

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&
A

Research Help Now Michigan Virtual Reference Collaborative: *Why not?*

researchhelpnow
MICHIGAN VIRTUAL REFERENCE

www.researchhelpnow.org

Why not offer your patrons real-time, online, one-on-one research assistance right at their points of need?

You are cordially invited to join our Collaborative to extend Virtual Reference Service to your students!

Research Help Now is a collaboration of reference librarians from Michigan Community Colleges and Universities.

Current Research Help Now participants:

- Eastern Michigan University
- Jackson Community College
- Kalamazoo Valley Community College
- Kellogg Community College
- Lansing Community College
- Lawrence Technological University
- Michigan State University
- Muskegon Community College
- Northwestern Michigan College
- Oakland Community College
- St. Clair County Community College
- Spring Arbor University
- Washtenaw Community College
- Wayne County Community College District

Research Help Now is now participating QuestionPoint 24/7 Coop to offer 24/7 online reference assistance.

The collaborative is a convenient, cost-effective way to offer Virtual Reference services. Contact the MCLS for more details on cost and joining.

What can users expect from Research Help Now?

Clicking on Research Help Now connects a user to a professional librarian who provides immediate assistance as if they were both at the library's reference desk. The librarian and student exchange dialogue, view web pages and online articles together, and discuss how to do library research. The only difference is the reference desk comes to wherever the student is, home or school!

A Research Help Now user can learn:

- How to search the libraries' online catalogs for relevant books
- How to look up the full text of magazines, newspapers, journals, and other online resources in research databases
- How to find a useful, authoritative web site
- How to find and evaluate information
- How to search the statewide MeLCat book catalog
- How to find and use specialty search sites

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FAQs on Research Help Now

Which Virtual Reference software are you using?

OCLC QuestionPoint software has been used since 2007.

How much will it cost to participate?

The collaborative is self-funded with costs divided up between the members depending on the size of your institution's population. Contact MCLS for details and a price quote.

How many hours will we need to monitor the virtual reference queues?

Each institution contributes a minimum of 3 hours per week, with larger institutions staffing more hours.

Is training provided?

Yes. RHN Librarians provide hands on training with supplemental QuestionPoint online training modules.

How much local control will we have?

Each Library designates a Manager who makes local decisions and acts as local administrator. Collaborative decisions are made by the Manager Group with a representative from each member institution.