

Discussion at RHN Update

Reactions to platform upgrade for tutor.com? What is involved in admin setup?

Need for a lead trainer!! Training for change in platform needed? Individual training for new members of the collaborative.

State of the Collaborative

This fall, we five libraries have dropped out: North Central Mich, Kirtland, Glen Oaks, Mid-Mich., Gogebic.

Pleased to add Schoolcraft College- Roy Nuffer. Will begin staffing queues in January 2006.

We are welcoming other institutions today who are checking us out: Monroe, Jackson, West Shore(?), Delta.

Notably, Library of Michigan is considering joining very soon. Several possible scenarios for us to discuss.

1. Keep as is, with separate hours of operation and staffing (wouldn't join the collaborative queue).
2. Begin as above, but begin adding some hours on the collaborative queue. Would require training for both the LM staff and for us on how to handle questions from the Michigan general public. More of a fact-answering approach than teaching approach.
3. Begin as above and wait until more public libraries join the collaborative (one or two years?) when a separate public library collaborative queue could be set up before LM participates in the collaborative portion of RHN.

Sample transcripts and their FAQ show some of the questions we might expect to take in.

Questions: 1.) I need to find a copy of the 1970 Michigan Census, the population of the City of Hillsdale, MI, including poverty rate and unemployment rate. 2.) My son is trying to do a human time line for Detroit in 1837 (he is in 3rd grade) Are there websites you can suggest? Also facts about Detroit in 1837. Did they have a mayor then? 3.) Do you have copies of vital records such as birth, death, marriage? If so, are you able to do one for someone out of state? 4.) Facts about Michigan.

Question: How would our schools react to the change in emphasis away from the community college? How have we marketed it to our administrators and audience? Would this need to change? Change in the logo? Strong reactions one way or another?

What are the steps to joining the VR C.C. Collaborative?

1. contact Ann or Sandy
2. Cost, this will continue to drop as more colleges join
3. setting up a queue, training, policies
4. Time frame, as little as two weeks to set up queue and then training

Change in organization to a service provider like MLC where we simply share costs or do we want to continue to build on the collaborative aspect of our organization? Example, Grand Rapids CC. ??

Are we comfortable answering questions from other institutions?
How can this be improved?

Future development: Expansion to 4 year institutions? How do we feel about this?
Would we want to create a separate 4-year collaborative queue?
How soon should we pursue this?

Technical issues? Are members satisfied that the system is working well?
What needs to be improved?

Other?