

Michigan Virtual Reference Service Collaborative “Research Help Now”

Fall Program Update

Agenda

Wednesday, September 19, 2007

at

Michigan Library Consortium

Lansing, MI

10am - 3pm

9:30-9:45am Registration -- MLC Lower Level Room

10am Welcome -- Sandy McCarthy

10:10am-Noon

Collaborative Update and Decisions

- a. Transcript Review Award – Debby Harris
- b. Needs Assessment Survey Monkey – Arlene Weismantel
- c. Proposed minimum level of service per library
- d. Schedule
- e. Report Manager
- f. Technical Problems on-campus
- g. VR Policy Manual
- h. Listservs
- i. RHN Website and Intranet
- j. Library of Michigan – Ask Us

Noon-1pm Lunch at MLC
Lower Level Pizza and Salad

1pm – 2:50pm QuestionPoint Training – Mary Kickham-Samy and Angela Kille

- a. Queues
- b. Workflow
- c. Policy Page

2:50pm-3pm Wrap-Up