



Michigan Virtual Reference Service

5th Annual Meeting at
Washtenaw Community College

Friday, November 13, 2009

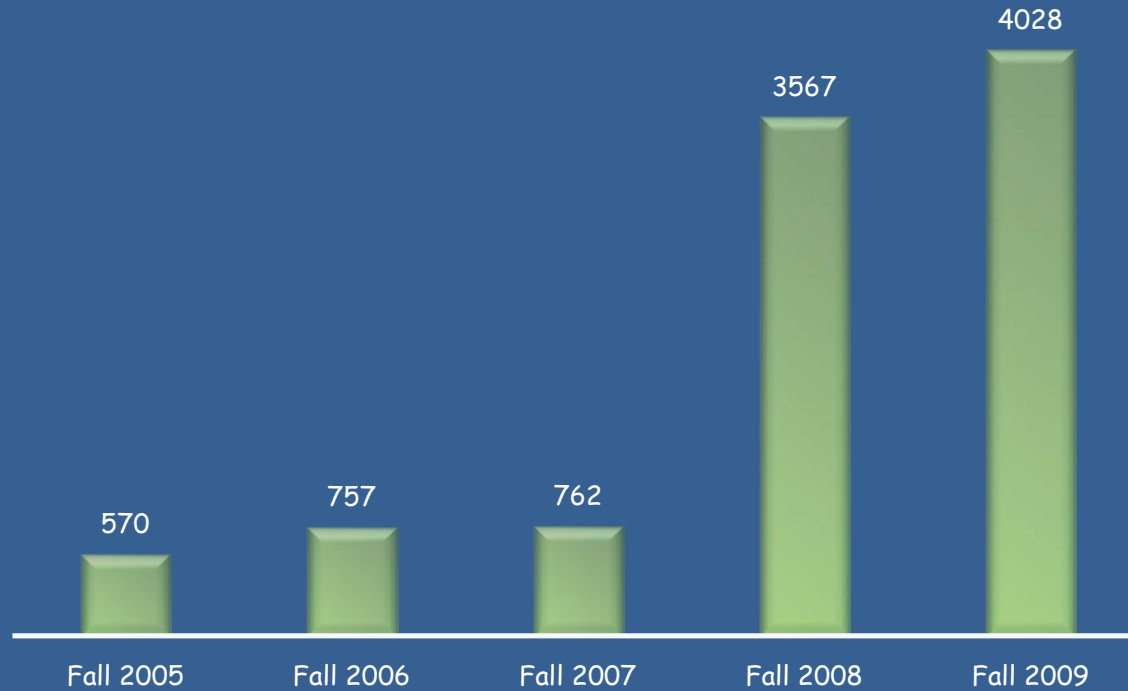
Agenda



- Welcome - Sandy McCarthy
- Awards -- Mary Kickham-Samy
 - Best Transcript
 - Best Policy Page
- Comparing Apples to Oranges - Sara Memmott
- Break
- Small Group Discussion
- QuestionPoint and 24/7 Cooperative Update - Paula Rumbaugh
- Lunch
- Collaborative Mission Statement - Jim Ratliff
- Discussions from Policy/Procedure Manual
- Adjourn

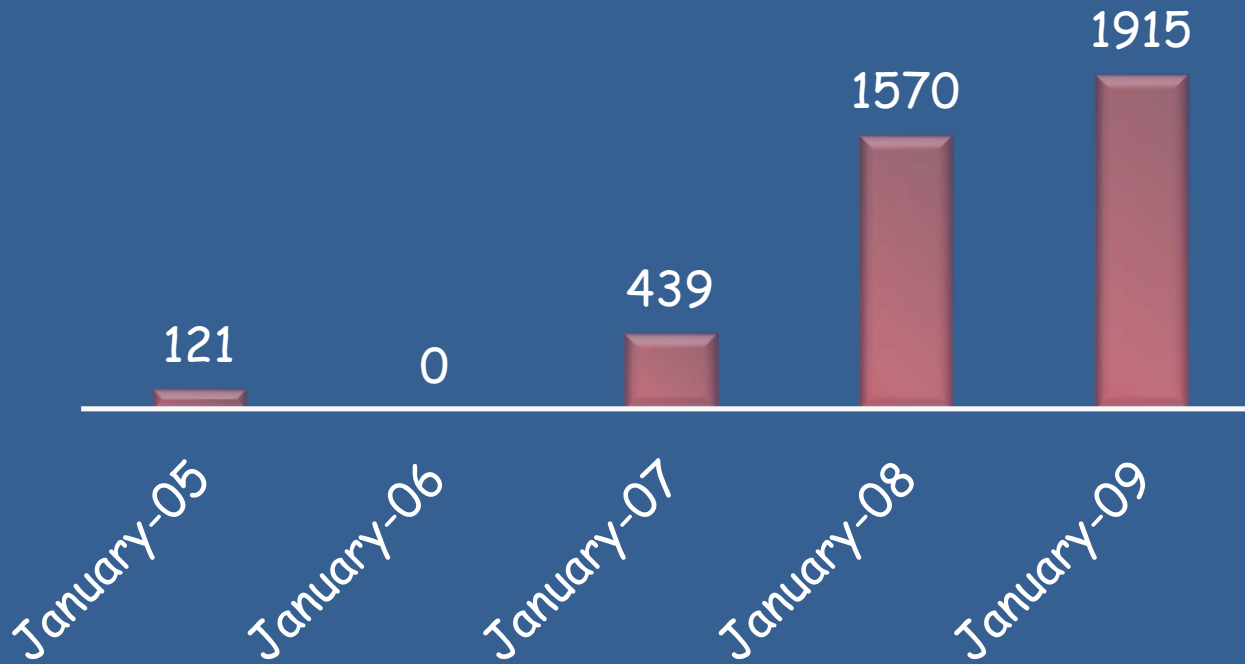
Collaborative Stats – Part I

Fall 2005 - 2009



Collaborative Stats Part II

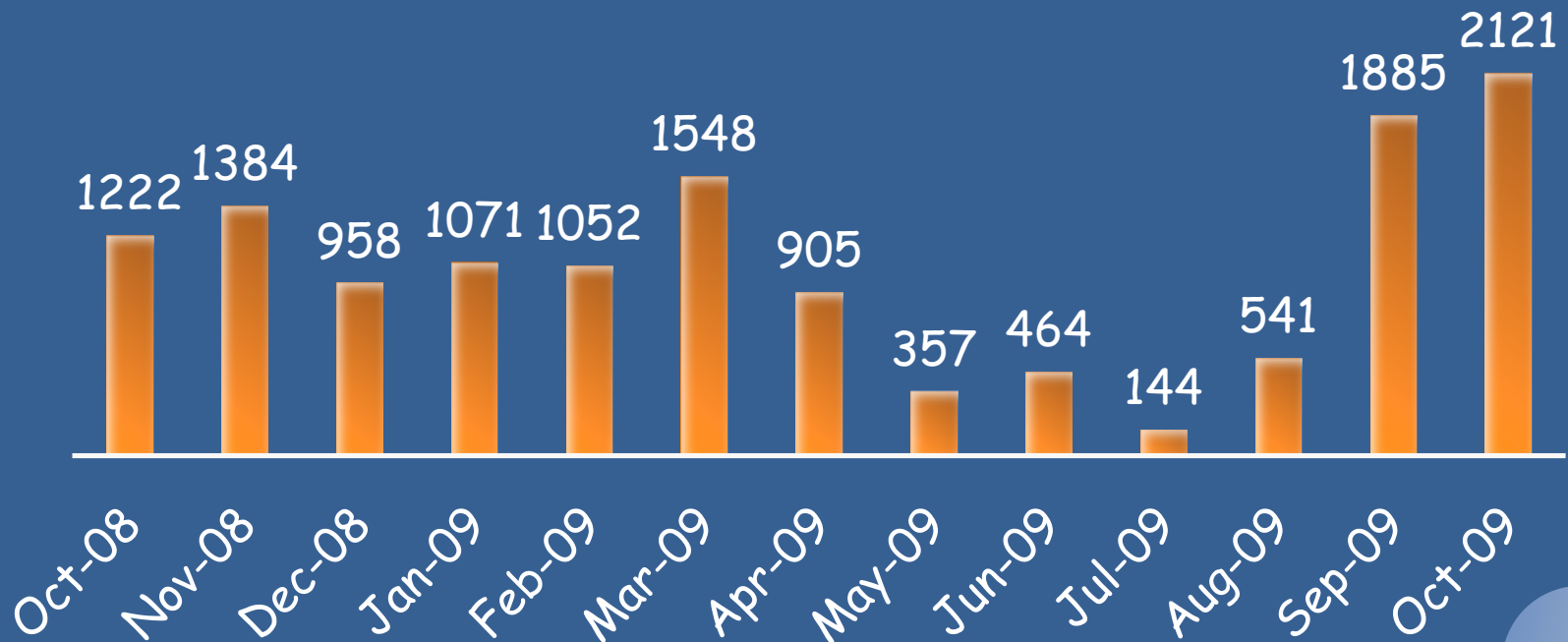
October 2005 - 2009



Note: The date at the bottom should be October of each year.

Collaborative Stats – Part III

Last 13 Months



Note: Missing stats for MSU April - July.

Break Time!





Small Group Discussion

- At what point do you email a patron the full-text article(s) from a research database?

QuestionPoint and 24/7 Cooperative Update

- Paula Rumbaugh via WebCT



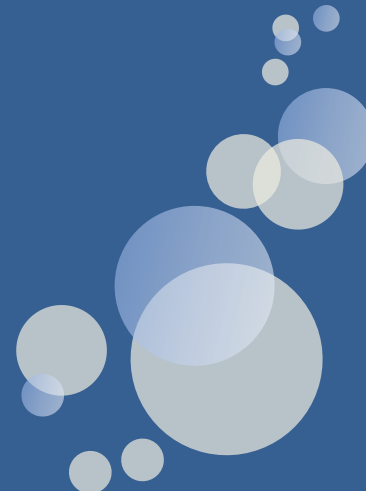
Lunch



Mission Statement

- *Committee Members:*
Jim Ratliff, Sara Memmott, Julia Nims,
and Stephanie Davis

- *Overview*





Mission Statement Research

Our participating libraries call our VR service different names on their web sites.

6 call our service “Research Help Now”

4 call our service “Ask A Librarian” (Additionally, OCLC and QuestionPoint call it “Ask A Librarian”)

3 use both “Ask A Librarian” AND “Research Help Now” to describe the service on their web sites

1 does not use Ask A Librarian or Research Help Now, but calls it, “Chat live with a Michigan college librarian”

Our original logo calls the service, “Research Help Now! Michigan Virtual Reference”

Internally through email correspondence, and informally, we call it “VR” and “Virtual Reference”.



Mission Statement Proposal

Option 1

Research Help Now provides anytime access to college level research help from a credible, live librarian through online chat.

Option 2

Research Help Now supports students with live, 24/7 chat research help from a librarian.

RHN supports our educational community with 24/7 live chat research help from a librarian.

RHN supports our educational community with research help from a librarian using 24/7 live chat.

Discussion about Policy/Procedure Manual

- Do we require our patrons to enter an email address with the Qwidget form?
- Policy Pages - URLs vs. Text, What's a good balance? Hot URLs vs. Non-hot URLs.
- 24/7 Cooperative vs. MI Group, how do you balance the incoming questions?



Adjourn

- Feedback Form
- 

