

# Michigan Virtual Reference Service Collaborative

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## Research Help Now

Annual Meeting  
December 3, 2010  
Agenda

**9:00 a.m. Registration – Continental breakfast**

**9:10 a.m. Welcome – Sandy McCarthy**

**Recognition of Mott Community College, Jackson Community College and  
Jim Flaherty, Wayne County Community College District**

**9:25 a.m. Awards – Mary Kickham-Samy**

**Best Transcript Award**

**9:40 a.m. Increasing your Usage with Best Practices for Link Placement – Sandy  
McCarthy**

**10:30 a.m. Break**

**10:40 a.m. Branding – What do we call ourselves? An analysis of our web pages**

**Texting at SC4 – Jane Lewandoski**

**24/7 Qwidget Roll Out -- Answer Percentage Rate and Staffing**

**When to label a call Follow Up by Patron Librarian**

**Virtual Monthly VR Discussions**

**MegaMeeting software**

**Information Literacy Standards with Virtual Reference: Do we teach online?**

**11:55-Noon Next Annual Meeting in April 2011**

**Noon Lunch – Networking**

**1:15 p.m. Adjourn Feedback form**