

# Michigan Virtual Reference Service Collaborative

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## Research Help Now

8<sup>th</sup> Annual Meeting

April 13, 2012

Agenda

- 8:30 a.m. Registration - Continental breakfast**
- 9:00 a.m. Welcome - Sandy McCarthy**
- 9:10-9:20am Best Transcript Award**  
Heidi Schroeder, MSU
- 9:20-9:40am Collaborative Training Manual**  
Christine Tobias, Chair, Mary Kickham-Samy, Kelli Herm, Sandy McCarthy
- 9:40am-9:55am Research Help Now Website Redesign**  
Jane Lewandoski, SC4, Stephanie Davis, NMC, Christine Tobias, MSU, and Sandy McCarthy, WCC
- 9:55-10:25am Collaborative Strategic Planning - Survey Monkey Follow Up**  
Sandy McCarthy, WCC
- 10:25-10:40am Break (15 minutes)**
- 10:40-11:40am QP User Update and Quality Assurance 24/7 Cooperative Review**  
Wren Spangler, OCLC Question Point, Quality Assurance Team
- 11:40am-12:00pm Best Practices/ Quality Assurance Michigan Review**  
Christine Tobias, MSU, MI Quality Assurance Committee
- 12:00-12:20pm Collaborative Marketing Discussion**  
Sandy McCarthy, WCC, and Maureen Perault, WCC
- 12:20-12:30pm Q and A, VR Renewal**
- 12:30p.m.- 1:30p.m. Lunch --Networking -- Feedback form**

**Next Annual Meeting in April 2013**