

## **Virtual Reference Cooperative Pilot Statement of Work**

*The intention of this project is to utilize virtual reference software (247 Reference) to develop a cooperative region-wide network to respond quickly to requests to support reference services of network members throughout the region. Through 247 Reference, Network members in smaller institutions will benefit from the experience that the academic librarian has to answer some of their reference questions with web and electronic resources. The reference session will also be used as a teaching mechanism taking the inquiring librarian through the decision-making steps leading to the answering resource.*

The Virtual Reference Cooperative Pilot is a one-year project. Promotion of the project was presented to resource libraries at the Triple Chapter Meeting for resource libraries and at the Regional Advisory Board Meeting. Staff from Denison Memorial Library also attended the annual Virtual Reference Desk Conference in order to learn from and network with librarians offering virtual reference services.

Denison will start by purchasing one seat on 247 Reference and arranging for training for Denison librarians.

In the first three months of the project, Denison will:

- Receive training from 247 Reference,
- Recruit Network members (hospital libraries) in Colorado with which to practice, Develop skills,
- Evaluate system use (see Evaluation below)
- Refine the virtual communication process.

In the next nine months of the project, Denison will:

- Promote the service to hospital librarians throughout the region,
- Enlist and train staff from Resource libraries to offer 247 service to the region,
- Offer 4 hours of reference service a day, Monday through Friday,
- Conduct on going evaluation of the pilot (See Evaluation below)

### ***Evaluation***

*A two-part project evaluation will determine the degree to which objectives for the project are accomplished, as well as providing input for planning and development of future service. It will assist in the design of staff training, and will collect data to be used to inform administrators and funding agencies about the nature and success of the project. Additionally, it will identify those aspects of virtual reference that are successful and those that need to be refined.*

## Part one: Evaluation of system use

At the end of each session users will be asked to complete a six-question pop-up questionnaire (copy attached). The questionnaire is designed to assess:

- ❑ User demographics
- ❑ Frequency and type of use
- ❑ Comprehensiveness of our responses
- ❑ Timeliness of our responses
- ❑ Access by people who had not used other Reference services

The questionnaire will be revised as other libraries join to accommodate the regional nature of the project.

## *Part two: Evaluation of regional Virtual Reference project*

To assess how well the anticipated benefits of the cooperative region-wide network have been met, telephone interviews will be conducted with the librarians in participating resource libraries during the month of November 2002. Results of those interviews will be tabulated and reported to the RML in its final report. Specific questions will be designed to:

- Review staffing and scheduling issues
- Resolve any inter-institutional coordination or procedural issues
- Evaluate satisfaction with the collaborative nature of the project
- Assess the adequacy and satisfaction with training efforts—online and in person.
- Identify and resolve technological problems or difficulties, especially dealing with database restrictions
- Create and expand publicity efforts
- Discuss the potential and pitfalls of virtual reference as a regional service.
- Develop collaborative resources and tools to facilitate the project
- Explore economic and cost issues

## **Deliverables**

Deliverables to be submitted to the NN/LM-Midcontinental Region in Salt Lake City, Utah:

- Quarterly reports
- A final report including the final evaluation
- Promotional materials developed for the project
- Training materials developed for the project

ATTACHMENT:

## **Pop-up questionnaire for Virtual Reference Evaluation at Denison Library**

Thank you for using the Denison Memorial Library LIVE Reference Service. Please take a few moments to let us know what you think about the service, and how we can improve it. Your responses will be kept confidential.

1. How well did we answer your question(s)?
  - I got all the information I needed.
  - My question was partially answered.
  - My question was not answered at all.
  
2. Did any technical problems interfere with the LIVE Reference Service?
  - Yes *(Dropdown box which presents these choices)*
    - I could not connect
    - I was disconnected
    - I received error messages
    - I was unable to see Web pages being sent
    - Other (Please explain)
  - No
  
3. How did you hear about this LIVE Reference Service?

### **Provide textbox for their answer**

4. What other Denison Library reference services have you used?
  - \_\_\_\_\_ Ask a Librarian email service
  - \_\_\_\_\_ Called the Reference Desk
  - \_\_\_\_\_ Asked a question at the Reference Desk
  - \_\_\_\_\_ I have not used Denison Reference Services before
  
5. How timely was this service?
  - I got a quick answer.
  - Answer was too slow.
  
6. Please indicate your status
  - Dropdown Box with these choices:

School/Other	Status
CCML	Campus Student
SOD	Distance Student
SOM	Fellow/Housestaff
SON	Librarian
SOP	Primary Faculty
Grad	UCH Staff

UCH  
UCHSC

UCHSC Staff

