Many Libraries, One Collaborative Virtual Reference Service: Finding Future Paths

Description

This workshop will provide opportunities to explore different virtual reference models, with a view towards how Answerland coordinates different types of libraries to support Oregon's diverse populations. We'll role-play scenarios for statewide virtual reference services, using the experiences to complete SWOT analyses and consider potential future paths for Answerland. Through this session, the Answerland Advisory Committee invites librarians to share their experiences from their home libraries, learn about others' experiences, and consider how virtual reference tools and services can be used to support diverse populations.

Outcomes

- Reference librarians will recognize perspectives from diverse patron populations and different library types.
- Reference librarians will utilize a variety of virtual reference tools and services to support diverse populations.

Agenda

Introduction   5 min
- Background
- Outcomes/Goals

Oregon's current statewide virtual reference service – scenarios and feedback   20 min
- K-12 student and Answerland librarian
- Public library user and their local librarian
- College student and 24/7 backup librarian

Future paths – group discussions based on common scenarios   15 min
- Wishing for the moon – what would you do if you could?
- Include SWOT analysis

Final Discussion   20 min

Group Brainstorming

Wishing for the moon... If there were no restrictions or limitations, how would you set up a statewide virtual reference service?

_____

_____

_____

_____

_____

SWOT Analysis

Coming back down to earth... Consider possible strengths, weaknesses, opportunities, and threats as they relate to the statewide virtual reference service that your group just brainstormed.

	Helpful	Harmful
Internal Origin (of the organization)	**Strengths**	**Weaknesses**
External Origin (of the environment)	**Opportunities**	**Threats**