

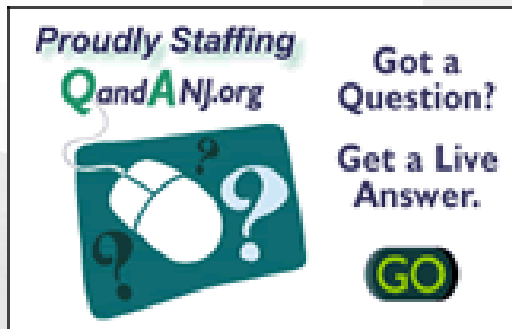
QandANJ.org

What's New?

What's Fresh?

**What's keeping us
energized for the next
five years?**

Collaboration for Success: QandANJ and 24/7 Reference



Susan McGlamery

OCLC

mcglames@oclc.org



DWL2

Please let me know what graphic to use on this page...

David Leslie, 4/22/2005

Why are we doing this?



24/7 Reference: Anytime, Anywhere

- **Around the clock coverage**
 - Point of need
- **Cooperatively provided**
 - Expand hours of service without adding staff
 - Leverage expertise
- **Web-based**
 - Point of need
 - Enable Cooperation



24/7 Reference participants

- **Public and Academic Cooperative**
- **24/7 Subject experts**
 - Medical librarians
 - Art librarians
 - Business librarians
 - Genealogy librarians
 - Spanish-speaking librarians





24/7 Beginnings

- **LSTA Funding, late 1998**
- **July 2000 Launch**
 - Santa Monica PL, LAPL and Buena Park LD
 - Noon to 6 PM, M - F
- **June 2001:**
 - 24/7 service
 - First non-CA library: Memorial Hall, Andover MA
- **August 2004: merger with OCLC QuestionPoint**

QuestionPoint Beginnings

- **Collaborative Digital Reference Service (CDRS)**



- Library of Congress, referral network for librarians around the world (June 2000)

- **INCOLSA**



- Indiana Cooperative Library Services Authority, services for local groups (2001)

- **Metro**



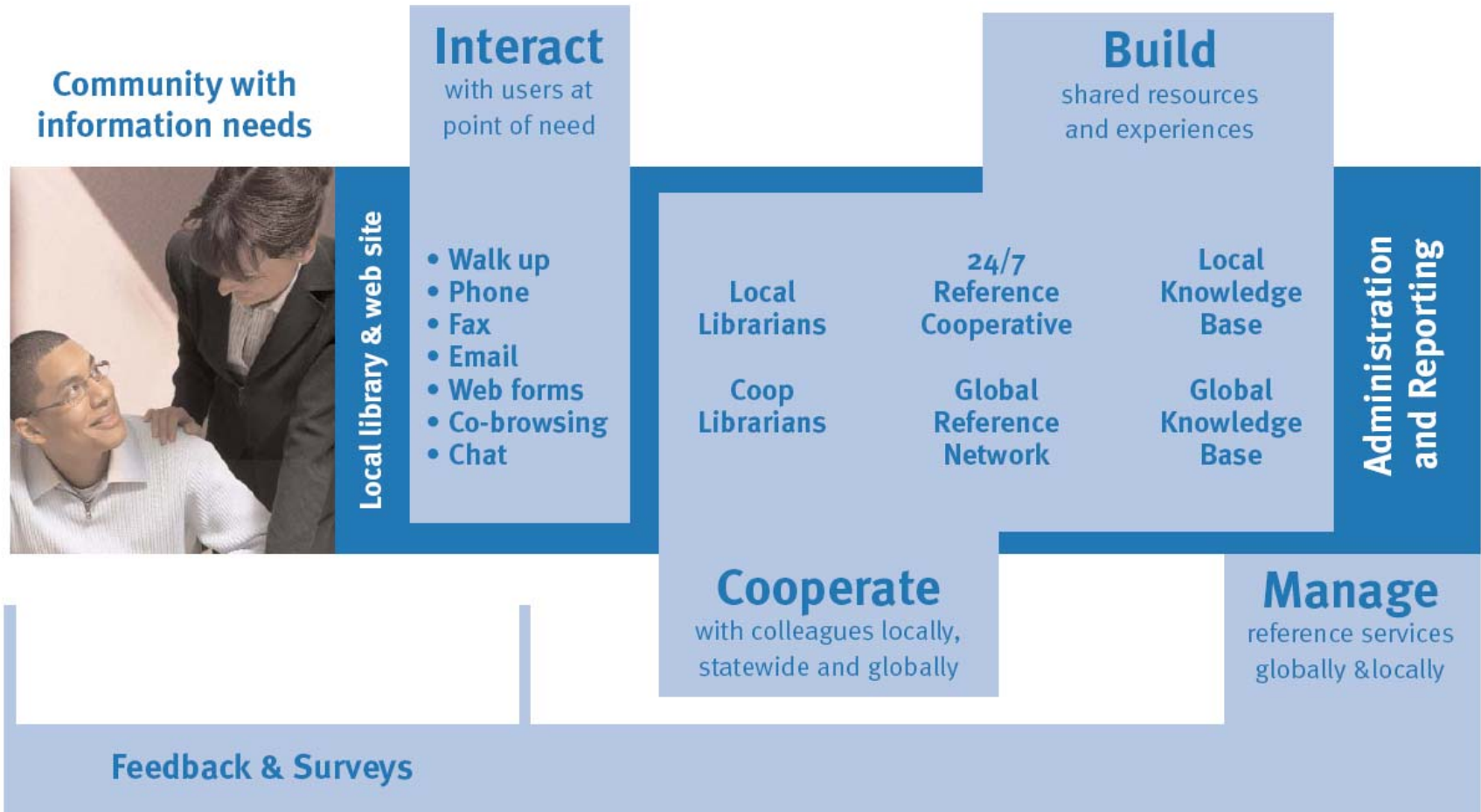
- Metropolitan New York area libraries, profile database (2001)

QuestionPoint is...

Provides a platform for **collaborative** Web-based network of **reference expertise**, enabling information seekers to meet professional guidance at their **point of need** and empowering librarians to make their collective skill available at the **network** level in the Web's emerging architecture of participation

QuestionPoint: Meet users at point of need

24/7 Reference Cooperative: Expand availability






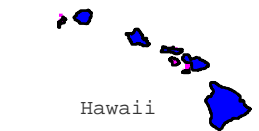
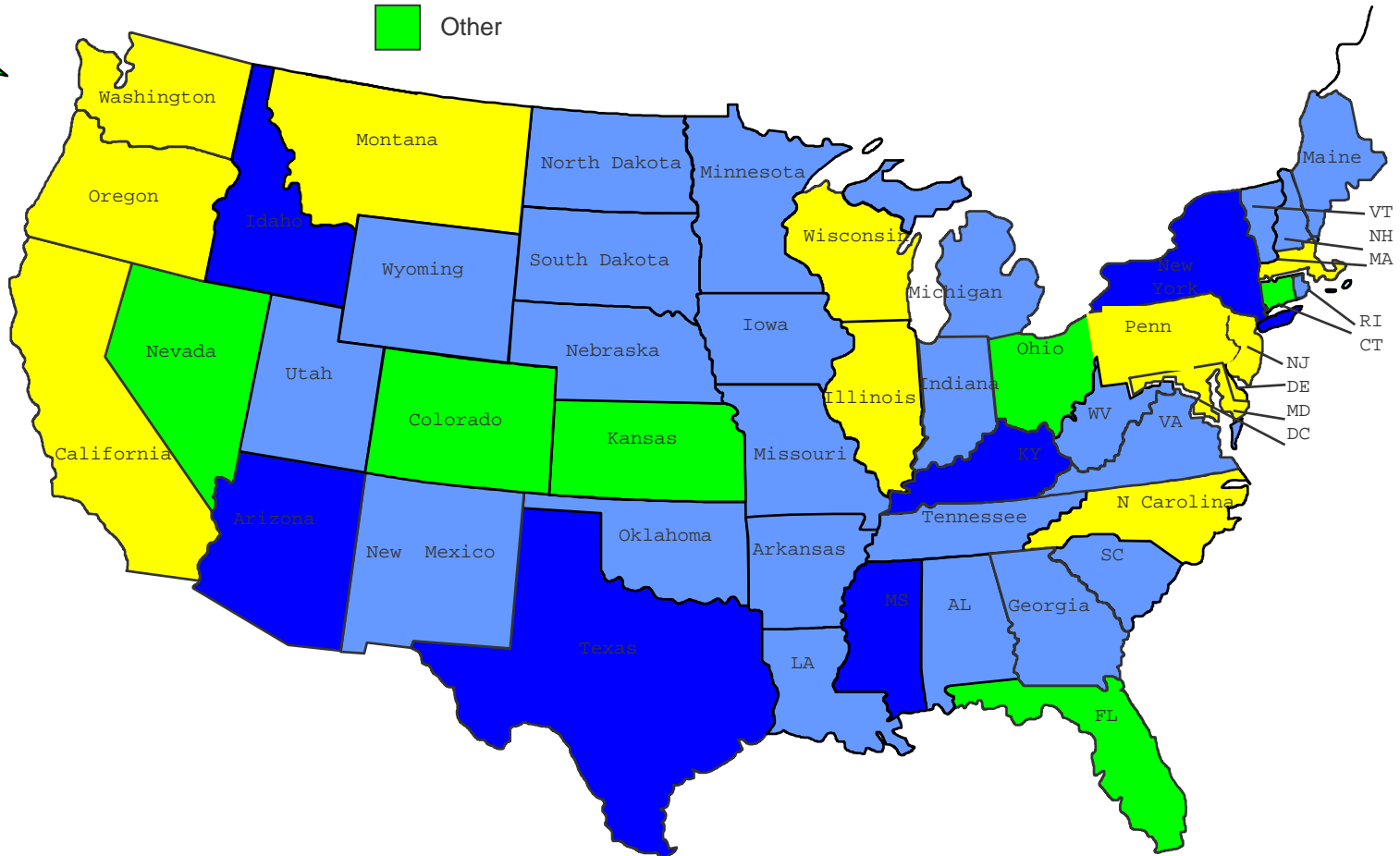
State of the Cooperative

- **Over 2,000 libraries in 23 countries**
 - Interface available in 21 languages: 26 languages are served by members.
- **Over 1,200 libraries in the 24/7 Reference Cooperative**
 - 920 publics; 302 academics

QuestionPoint 24/7 Today



-  Statewide Services
-  States with QP Users
-  Other



Coop Activity: 2007

- **Over 32,000 Qs per month**
 - Over 25,000 Qs per month Public
 - Approx 7,000 Qs per month Academic
- **24/7 Reference Advisory Board**
 - Policies, Best Practices

What's Next for QP: 6 – 12 months

- **Opening the Global Network**
 - Multilingual reference
 - Librarian Profile
 - Promoting Librarians in answer spaces
- **Expanding Point of Need access**

What's Next for Reference?

- People like *libraries*

- ALA study:

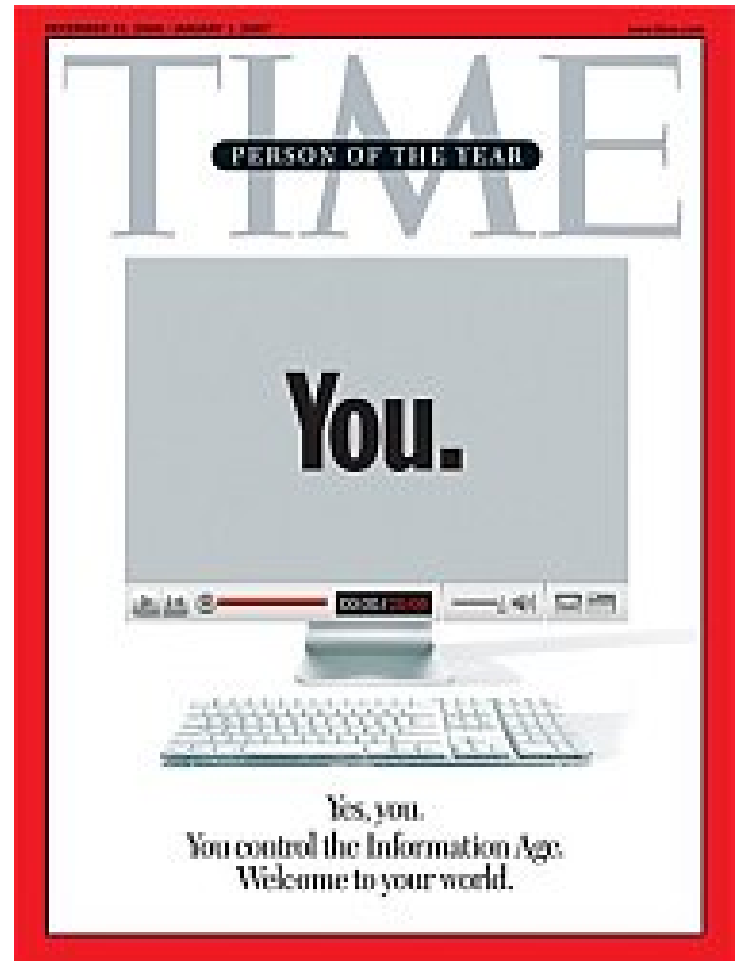
- Visits to public libraries in the US increased 61% from 1994 to 2004
 - Approx two billion visits to U.S. libraries in FY 2004

BUT

- Public associates libraries with books
- Use search engines first (84%) and trust info from search engines
[OCLC Perceptions of Libraries, Dec 2005]

Web 2.0:

**content
conversation
collaboration**



Reference 2.0?

- **Go where the users are**
 - Yahoo Answers
 - Wikipedia
 - Second Life

- **Focus on our strengths**
 - Expert search guides
 - Authoritative, unbiased information

Collaboration is key!



For more information:

www.oclc.org

www.questionpoint.org

questionpoint.blogs.com

Susan McGlamery

mcglames@oclc.org