

## **MY INFO QUEST PROJECT INFORMATION**

### **INFOQUEST INFORMATION AND GUIDELINES**

#### **PROJECT PUBLICITY**

- The project website is <http://www.myinfoquest.info>
- Participating libraries are at <http://www.myinfoquest.info/libraries.cfm>
- Publicity materials you can tailor for your library are at <http://myinfoquest.info/pr.cfm>
- Each library is responsible for marketing to their own community

#### **HOURS OF SERVICE**

- Our goal is a 24/7 service; currently the service is open 8 am – 10 pm central time Monday-Friday; Saturday 9-5; and Sunday 12-4. We hope with additional libraries we can expand this.

#### **PROJECT GOVERNANCE**

- There is a project advisory group lead by Barbara Galik of Cullom-Davis Library at Bradley University. This group meets for one hour online on a monthly basis to share ideas, information and provide advice and oversight to the My Info Quest

#### **INITIAL PROJECT FUNDING**

- Libraries do not have to provide any monetary contribution through December 2010.
- Participants must attend training sessions, staff the service two hours per week, and attend advisory meetings.

#### **PROJECT COMMUNICATION**

- Project communication will take place via the google group.

#### **PROJECT EVALUATION**

Project evaluation is lead by Dr. Lili Luo, San Jose State University School of Library and Information Science

## **CONTACT INFORMATION**

Lori Bell, Director of Innovation, Alliance Library System  
(309)694-9200 ext. 2128  
[lbell@alliancelibrarysystem.com](mailto:lbell@alliancelibrarysystem.com)

## INFOQUEST PILOT PROJECT LIBRARY AGREEMENT FORM

The \_\_\_\_\_ [name of library or organization] agrees to participate in the Alliance/Altarama Infoquest Text Messaging reference pilot project, January 2010- December 2010 and agrees to contribute to the pilot project in the following ways:

1. We will staff the service an average of at least two hours per week.
2. We will promote the service by putting a link on our website and sending information to our patrons.
3. We will appoint a member of our staff to the advisory group which will meet online on a monthly basis.
4. We will attend training sessions and participate in practice sessions.
5. We will participate in evaluative activities – one online meeting at end of project and surveys.
6. Participate in project communication via the Google group.

NAME OF CONTACT PERSON: \_\_\_\_\_

EMAIL ADDRESS OF CONTACT:  
\_\_\_\_\_

URL of library webpage:  
  
\_\_\_\_\_

TOP 3 CHOICES OF DAYS and TIMES TO COVER INFOQUEST (Central Time)

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

SIGNATURE OF ADMINISTRATOR:  
  
\_\_\_\_\_

Please return this form to Valerie Brandon, Alliance Library System, by fax (309) 694-9230 or email, [vbrandon@alliancelibrarysystem.com](mailto:vbrandon@alliancelibrarysystem.com) by November 15, 2009

## **My InfoQuest Collaborative Text Message Reference Service Evaluation Outline**

### **Evaluation Objectives**

- Identify the types of information needs that can be fulfilled by offering text message reference services
- Identify the issues and potential obstacles that need to be addressed before implementing text message reference services
- Identify the important features to consider when choosing a vendor for text message reference services
- Identify the cost and benefits of offering text message reference services

### **Evaluation Perspectives**

#### **User Perspective**

- What types of individuals used the service?
- What types of questions did users ask (e.g., consumer health, job search, or school-related)?
- When did users ask questions?
- What are users' perceptions of the service they received?
- Does offering this service reach out to individuals who have not previously used library services?
- What outreach methods are most effective in promoting the service?
- What was the length of time for responding to users' questions (transaction turnaround time)?

#### **Library Perspective**

- What are the core skill sets required in providing text message reference services?
- What are the obstacles, if any, in providing text message reference services?
- What aspect(s) of the training was most helpful?
- What information was missing from the training that should have been included?
- Is there any difference in librarian satisfaction (or product satisfaction) based on the type of library s/he works for?
- To what extent does the service performance uphold the professional guidelines established by the Reference and User Services Association?

#### **Administrative Perspective**

- What are the advantages and disadvantages to offering text message reference services through a collaboration of libraries?
- What are the challenges when scheduling librarians to staff the service?
- What service learning benefits did SLIS graduate students realize through their involvement?
- How can successful service learning opportunities be created for graduate students in a collaborative reference service?
- What is the level of cost-effectiveness of offering the service?

### **Measurements for Evaluation**

- Statistics logged by the text messaging software

- Transcripts of questions/answers logged by the software
- User surveys (published on the project Website; distributed in participating libraries physically or electronically)
- Interviews or focus groups (electronically) conducted among participating librarians
- Interviews conducted with project administrators