



Why participate in a collaborative?

The world has gone mobile, as studies including the Pew Internet & American Life reports, reveal! For many, texting is outpacing calling.

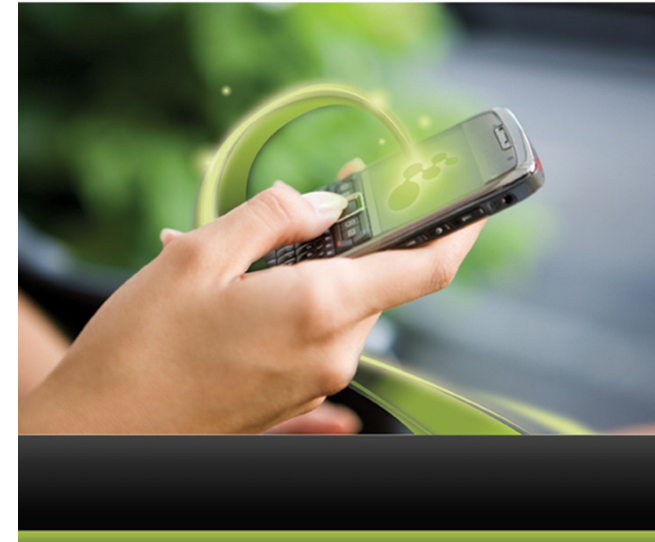
Collaborating to reach this emerging audience enables participating libraries to do so at a very low cost. Benefits include:

- Meeting users at their point of need;
- Sharing desk shifts;
- Offering the service to users more hours;
- Sharing a website/web design;
- Sharing uniform guidelines/quality assurance/best practices;
- Deeper discounts through cooperative bargaining;
- Sharing marketing materials & PR strategies.
- Working with a fantastic network of colleagues!
- Presenting the library staff as the techno-savvy, up-to-date professionals they are!

For more information about the service, visit www.myinfoquest.info or contact Mary-Carol Lindbloom at mclindbloom@scrlc.org or Lori Bell at lbell927@gmail.com.

My Info Quest

- Sponsored by South Central Regional Library Council, Ithaca, NY;
 - Evaluated by San Jose State University School of Library & Information Science;
 - Powered by Mosio's Text a Librarian software;
- and
- Offered by libraries across the USA bringing you innovative, real-time library service.



A Collaborative Reference Service Powered by Librarians!



SCHOOL OF LIBRARY AND
INFORMATION SCIENCE





About My Info Quest

My Info Quest is an innovative, collaborative SMS text messaging service through which librarians answer questions that have been texted to them from a mobile device. It is designed to help people locate information at their point of need. The service is staffed by librarians from across the U.S., who answer questions from each others' users. If a library wants to have first-option at answering questions from their users, they will soon be able to, thanks to an upgrade.

Audience. The service is available to members/students/patrons of the participating libraries.

Software. My Info Quest uses Mosio's Text a Librarian software. (www.textalibrarian.com)

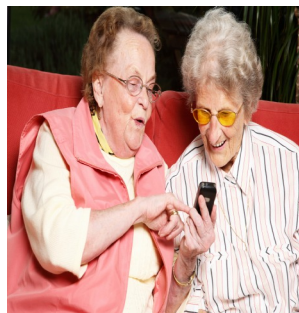
Participation Costs. \$399 per library or library system. The cost includes one keyword and three passwords for staff use. Members/students/patrons do not pay to use the service, though their standard text messaging rates apply.

Hours of Operation. My Info Quest currently operates 80 hours per week with a goal of 24/7/365. The service hours expand as additional libraries join.



Responsibilities of Participants.

- Market the service to community (e.g., add a website link, publicize).
- Participate in advisory/user group meetings.
- Attend training and practice sessions.
- Help to evaluate the service.
- Communicate with other project participants.



Types of Questions Answered.

Pretty much any question you might answer on the in-person reference desk. While librarians can answer health information questions, we cannot offer medical, tax, or legal advice. Usually we are unable to answer specific questions about library accounts or renew books. Your questions are limited to 160 characters. Our answers are limited to 320 characters.

Turnaround Time for Answers. We'll respond usually within ten minutes during the hours we are open (check the website for current hours of operation). Questions asked after hours will receive a response the next business day.



Do librarians need a cell phone/mobile device to participate? No! Librarians answer the questions from a website. Responses are limited to 320 characters; questions to 160.

Text Speak/Textese. So far this hasn't been an issue, but if needed, a text translator containing 800 of the most common abbreviations is just a click away.

Privacy. We do not publish or share users' phone numbers. Text messaging is not a completely secure form of communication; users are reminded to avoid sending confidential or sensitive information. Questions may be temporarily saved for quality control by the participating libraries. We do not share messages outside the service.

Participating libraries. For a list of participants, visit www.myinfoquest.info.

