Date: March 30, 2010
To: Catherine Friedman, Chair HOPS
From: Digital Reference CIG
Re: Recommendation to continue participation in 24/7 reference cooperative

CIG recommends that the University libraries make permanent our participation in the QuestionPoint national academic reference cooperative after the conclusion of the pilot, June 30, 2010.

As reported in our July 2009 interim report, the "remarkable surge in patrons served convinces the CIG that the UC investment in QuestionPoint is well warranted." In that same report we wrote, "Librarians are comfortable with the service and the software. We are able to serve many more patrons than we would otherwise reach, and service quality is high. CIG recommends we continue with the pilot. At this point, with the information we have, and if no serious problems occur, we anticipate recommending that UC continue the 24/7 reference consortium contract after the conclusion of the pilot." CIG still endorses these statements.

Since July 2009, usage has grown. Librarians' facility with the follow-up process and technical developments with the software have improved our service to patrons. Surveys from patrons are to a very large degree positive. CIG's recommendation to embed the campus qwidgets in NGM and EBSCO databases points toward even greater use in the future, enabling us to reach more patrons at their moments of need.

The only cloud in this otherwise sunny picture is the increasing pressure on our staffing, particularly evening staffing. CIG has recently reported to HOPS on this issue.

Virtual Attachments:
  • July 2009 Interim Report on UC Libraries' Participation in 24/7 Digital Reference
  http://ucdigref.pbworks.com/Formal-Reports-to-HOPS

  December 2008 Implementation Plan
  http://ucdigref.pbworks.com/f/24.7+implementation+plan.pdf