

## Virtual Reference Adventure: Choose Your Own Experience

### IM...Trillian...JYBE...SMS...

How are you keeping up with trends in virtual reference?

If we want to attract and serve new online users, we have to be where they are online.

- Did you know that many libraries are offering instant messaging (IM) in addition to more established chat reference software? See “Explore a Chat Reference Option—[Instant Messaging](#).”
- Did you know that [Trillian](#) is a chat client that supports AOL IM, Yahoo Messenger, MSN Messenger and others?
- Did you know that Google has a [Short Message Service](#) (SMS)? Using your cell phone, you can receive answers to brief questions via text messaging.
- Did you know that [JYBE](#) (Join Your Browser with Everyone) is a plug-in that allows you to create browsing [sessions](#) that others can join?
- Did you know that Library Success has a [wiki](#) on “best practices” in online reference?

Sarah Houghton, Librarian in Black [blogger](#), explained these alternatives to traditional virtual reference products in a [presentation](#) at the 2005 VRD Conference.

These are some of the places where library users (and potential users) can be found today.

Where will they be tomorrow?