

Virtual Reference Adventure: Choose Your Own Experience

WHAT WILL YOUR SERVICE MODEL BE?

Will you “go it alone”?

King County Library’s [Ask A Librarian](#) service is an example. The service is staffed by KCLS Answer Line during normal open hours (over 70 hours per week). Contract librarians provide after-hours service.

For your library, what are the advantages and disadvantages of this approach?

Will you form a consortium?

[Answers Now](#) is a unique collaboration between public libraries in South Carolina, the United Kingdom and Australia, taking advantage of time-zone differences.

For your library, what are the advantages and disadvantages of this approach?

Will you join an existing consortium?

The [Sno-Isle Libraries](#) joined the 24/7 Reference cooperative. Sno-Isle librarians staff the chat reference service four hours per day, Monday to Friday, with questions forwarded to the 24/7 librarians during all other hours.

For your library, what are the advantages and disadvantages of this approach?

