



Assembling your team

Here are some of the roles and responsibilities to consider as you assemble a team to plan and implement a new real-time online reference service.

ROLE/RESPONSIBILITY	WHO WILL DO THIS?
Project management	
Day-to-day administration	
Web interface design and support	
IT support	
Liaison with software vendor	
Writing policies and procedures	
Recruiting and selecting staff	
Training	
Scheduling staff	
Marketing	
Evaluation	
Other?	