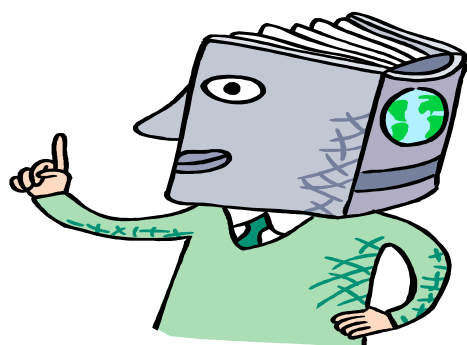


What's Your VREQ? *



1. Susan McGlamery, at the Metropolitan Cooperative Library System, pioneered the adaptation of software, used by retailers providing live customer service online, for use by libraries in answering reference questions. One of the retailers using this “Web call center software” was:
(2 points)
 - Amazon.com
 - Expedia
 - Lands’ End
 - Starbucks
2. Using software like Tutor.com’s Virtual Reference Toolkit, a librarian can _____ with a library patron, _____ Web pages to the patron’s computer screen, and _____ a transcript of the entire online transaction. (3 points)
3. TRUE or FALSE Steve Coffman, formerly of Los Angeles County Public Library, wrote an article in *American Libraries* called “The Librarian and Mr. Jeeves,” and now works for OCLC QuestionPoint. (2 points)
4. TRUE or FALSE The 24/7 Reference Consortium is able to provide 24 hours per day, seven days per week chat reference service by having member libraries share “desk” responsibilities and contract librarians cover the overnight hours. (2 points)
5. Question Point is a joint effort of _____ and the _____. QP provides software for real-time online reference, as well as a method for referring un-answered questions to a global network of expert resources. (2 points)
6. TRUE or FALSE San Jose Public Library became the first public library to launch a chat reference service in July 2000. (1 point)
7. The first public library in Washington State to offer chat reference was _____, which initiated its Live Homework Help as a pilot project in September 2000. (3 points)
8. In addition to the United States, chat reference services are available to library users in: (1 point)
 - Canada
 - Great Britain
 - Australia
 - All of the above

****BONUS POINTS****The first real-time online reference service was available 20 hours per week in the fall of 1995. It used a “MOO” (an Internet gaming environment). Which famous Web library was the host? (10 points) _____

* Virtual Reference Experience Quotient

Add up your score: A score of 0 to 5 means that you need to read those copies of *American Libraries* gathering dust in your inbox. 5 to 9, you’re doing a good job of keeping up with the virtual reference news. 10+ Congratulations! You’re a Virtual Reference Expert!