

BC Library Trustees' Assoc.

From: BC Library Trustees' Assoc. [admin@bclta.org]
Sent: Wednesday, September 06, 2006 3:53 PM
To: BCLTA - Library Board Chairs (lib-bd-chairs@interchange.ubc.ca); BCLTA-Liaisons (bclta-liaisons@interchange.ubc.ca)
Subject: Forwarding Update on BC Virtual Reference Service - September Update

To: Library Board Chairs and BCLTA Liaisons

Please pass along to your boards.

The email below is an update on the Virtual Reference Service that is being launched this month.

Regards,
Maureen Black
Executive Director
British Columbia Library Trustees' Association
www.bclta.org

----- Original Message -----

From: "Michele Pye" <michepye@vpl.ca>
To: <bcla-list@moon.bcpl.gov.bc.ca>
Cc: "Virtual Reference Committee (PLSB)" <vrcommittee@moon.bcpl.gov.bc.ca>; "Deborah Hutchison" <dhutchison@westvanlibrary.ca>
Sent: Friday, September 01, 2006 1:01 PM
Subject: BC Virtual Reference Service - September Update

We're fast approaching the launch of the BC Province-Wide Collaborative Virtual Reference Service! Here are some details about what's happening...

WHAT'S IT CALLED? AskAway.

We now have a name for the service - AskAway. The secondary tag line reads 'Real people. Real help.' We're excited about the graphic design, appearing soon on bookmarks, posters, magnets and websites throughout BC libraries.

WHEN DOES IT START?

The service will be launched in two phases:

- September 5th is the soft (or technical) launch, giving us a couple of weeks to work out the bugs
- September 26th is the official launch for the public

PR materials will be sent out to local libraries to assist in promoting the service. (Note: the post-secondary libraries will be soft launching their parallel service on September 25th.)

WHAT ARE THE HOURS?

- Sunday through Thursday, 10 am - 10 pm
- Friday and Saturday, 10 am - 5 pm

CAN WE TRY IT NOW? YES!

For the next 3 weeks, you can access the service on the Vancouver Public Library's website and their existing Find It Now and Homework Help pages (www.vpl.ca/finditnow). After that, users can access AskAway from their

local library's website.

OUR THANKS!

We want to acknowledge the vision and support of Maureen Woods during the planning for this service. Maureen - Good luck with your new position!

STILL HAVE QUESTIONS?

For general information, contact our project managers:

Deb Hutchison

West Vancouver Memorial Library

604-925-7443

dhutchison@westvanlib.org

or

Michele Pye

Vancouver Public Library

604-331-4058

michepye@vpl.ca

For questions about scheduling, training or setting up a website link for user access, contact our coordinator:

Phil Hall

604-331-4123

philhall@vpl.ca

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Canada's national network of provincial and territorial library associations