



FAQS FOR LIBRARIANS

What is My Info Quest? It is a collaborative SMS text messaging reference pilot project, which will run through December 31, 2010. The website is located at www.myinfoquest.info.

What software do you use? The My Info Quest pilot project is powered by the SMS reference software and systems generously donated by Altarama (<http://www.altarama.com/refxsms.htm>) and a free Gmail account. The project has also used PeopleWhere scheduling software.

How much does it cost? It is free for the pilot phase due to the generous support from Altarama, the software vendor, and PeopleWhere. In 2011, the cost will depend on the number of libraries participating, though fees are expected to be under \$300 per library.

How many hours does my library have to staff it? Generally two hours per week. This will change (higher or lower) depending on the demand, number of hours the service covers, and the number of participating libraries.

What else does my library have to do? Each library is expected to:

- 1) Add a link to its website and publicize the service to its users.
- 2) Have a representative on the advisory/users group.
- 3) Attend training sessions and participate in practice sessions.
- 4) Participate in the evaluation of the service.
- 5) Communicate about the project via its Google Group.

Do we need a cell phone to participate? Librarians do not use a cell phone to provide service; rather, they log into the project's email address to receive and answer questions.

Hours of service: In the summer of 2010, My Info Quest is open 80 hours per week, with an eventual goal of 24/7 service. Service hours will expand as additional libraries join.

Who is the audience? All customers of participating libraries, particularly those comfortable texting from a cell phone/mobile device. Realizing that others will find the program, service providers answer all reasonable questions as per the service's standards and guidelines.

How are decisions made about the service? An advisory group meets regularly to address issues, changes, problems, trends, etc.

Participating Libraries: Over 60 libraries across the United States currently participate--the number continually increases. Visit <http://www.myinfoquest.info/index.cfm> for the current listing.

How to join the project: Contact Lori Bell at lbell927@gmail.com or Mary-Carol Lindbloom at mclindbloom@scrlc.org if you are interested in participating.