

## COMPANY PROFILE

### DOCUTEK VRL*plus*

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In business since 1995.

Contracts: Florida's College Center for Library Automation (CCLA) and Tampa Bay Library Consortium (TBLC) have announced the selection of Docutek VRL*plus* as the foundation software for its collaborative statewide live virtual reference service. The first phase of the new service, anticipated for release in spring 2003, will serve more than four million library patrons throughout Florida, including the state's 28 community colleges and 11 select TBLC-member libraries. The CCLA—TBLC service is a pilot program to provide the Florida Library Network Council (FLNC) with information for a virtual reference service that may later be expanded to serve all Florida citizens.

Clients: 104 sites in December 2002. Most are academic with heavy concentrations in Florida and Pennsylvania. Only one Missouri library: Washington University.

Price: Setup, one-time fee, \$1995; \$1995 annual fee per 5 seats including technical support and updates. Vendor-hosted option service fee of \$500 per year extra for a single library. Group discounts available.

Training: Free online training; onsite training session, \$1000.

Provides online chat, cobrowsing, form sharing, and fully integrated e-mail reference functionality. It includes a statistics report generator and allows the creation of Q&A databases.

Two levels of service offered:

Classic—requires no download and can be accessed with non-java enabled machines, older operating systems, etc.

Pro—requires acceptance of an applet (nothing else is permanently downloaded). The applet enables full co-browsing and form sharing.