

COMPANY PROFILE

VIRTUAL REFERENCE TOOLKIT (LSSI)

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In business since 1998.

Contracts: 94 virtual reference services, staffed by more than 500 libraries, serving patron from more than 4,000 libraries.

Clients Include: Statewide projects in New Jersey, Pennsylvania and Oregon; UNC, Penn State, Duke; statewide community college project in Virginia; Washington Research Library Consortium and others.

Price: \$4800-6000 per seat; \$9000 implementation fee which includes 2 days onsite training (excluding travel) or 2 days online training. Virtual reference training and 24/7 reference support for LSSI Web Reference Center. For an added fee (\$15 per question), libraries can refer users to the Web Reference Center where LSSI librarians provide 14/7 service.

LSSI customized eGain call center software for libraries, incorporating a wide range of features. The software includes CiteRight™, an online citation and bibliography builder and offers Spanish-language services.