

COMPANY PROFILE

24/7 Reference

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<http://www.247ref.org/>

This service began as a project of [Metropolitan Cooperative Library System](#), supported by Federal LSTA funding, administered by the [California State Library](#).

Contracts: 48 academic, 12 special, 6 school 14 consortia

Clients: Clients include Metropolitan Cooperative Library System, UCLA Libraries, UC Davis, UC Irvine, Cornell University, Yale University, California State Universities, Boston College and many more.

Price: Set up \$4000 per seat and monthly fee of \$300 per seat.

Training: \$1000 plus travel expenses, includes web-based pluse one full day on site.

Provides real time chat with patrons. Guide the patron's browser to the best source with Collaborative Browsing. Conduct meetings with up to 20 participants, while sharing Web pages. Network with others by transferring complex requests to a local or remote expert. Provides reports, transcripts of sessions with patrons and a wide variety of usage statistics. Allows customization of software to integrate with library's web site.

Has an established cooperative service that supplements your staff resources. Reference desk coverage is offered around the clock, regardless of libraries location. The latest project is the development of a network of subject specialists to supplement the general knowledge and information available to reference librarians. The subject categories will reflect an analysis of the most frequent asked questions.

The service is accessed through the Web, using Java applets. The librarian needs a PC with Windows 98, NT or 2000 and a direct Internet connection. There are no client-side downloads necessary.

