

Seminar on Collaborative Digital Reference Service

A Seminar on Collaborative Digital Reference Service was held on November 21, 2002 by the National Chiao Tung University (NCTU) Library and the NCL. The seminar was chaired by NCL deputy director Mr. Sung Chien-cheng (宋建成) and featured keynote speeches by NCTU Library's Mr. Ke Hao-jen (柯皓仁) and Ms. Chien Yu-ling (簡玉菱).

Mr. Ko introduced the Collaborative Digital Reference Serve (CDRS), the process of OCLC and LC development of the QuestionPoint system, and the implementation of the NCL's three-year plan. Under the NCL plan, readers will be able to ask questions to reference librarians, whose answers will be stored in local and global knowledge databases for eventual compilation into a FAQ list. Questions that cannot be answered by the library will be referred to other libraries. Information on relevant reference materials will also be collected to provide to readers to facilitate their information searches. The plan also calls for the completion of the CDRS system and a CDRS center by December 2003.

Ms. Chien introduced version one of QuestionPoint, which was released in June 2002, and its operation methods. To access the system, readers input questions online. These are then compared to the knowledge databases, and if a match is found, the answer is returned. If the answer is not satisfactory, the reader is referred to a request manager, which will forward the question to the appropriate collaborative library based on the nature of the question and member library profiles. Librarians will answer these inquiries from the reference resources they have available. Their answers will be forwarded to the reader and also stored in the knowledge database.