



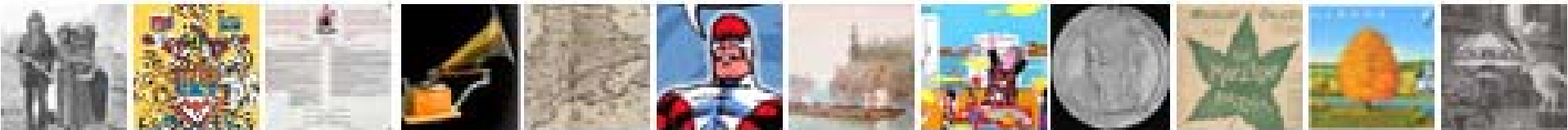
**National Library of Canada and
National Archives of Canada**

**Bibliothèque nationale du Canada et
Archives nationales du Canada**

VRC and QP at LAC: It's a New World!

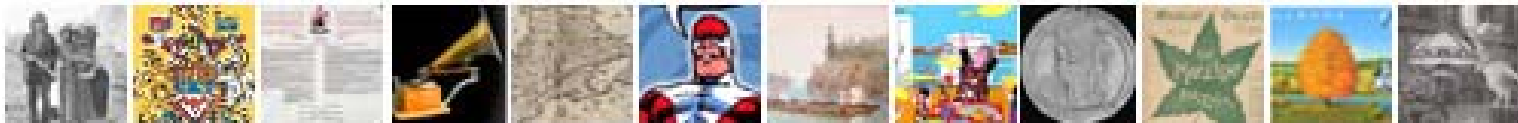
**OLA SuperConference
Toronto -- January 30, 2004**

Donna Dinberg, Library and Archives Canada



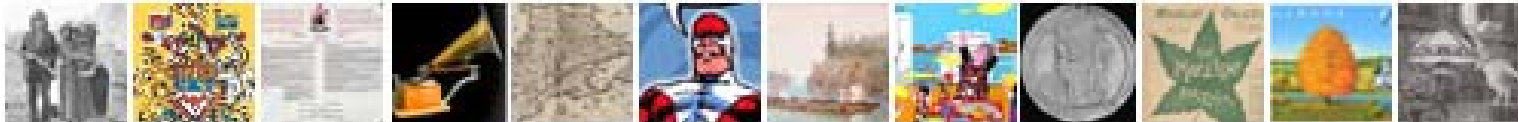
Library and Archives Canada

- **New agency April 1, 2004**
- **For us: challenges and opportunities**
- **For you:**
 - **client-centered service**
 - **Canada's documentary heritage**
- **How?**
 - **Integrated collections (“one national collection”)**
 - **Integrated services (“making known”)**



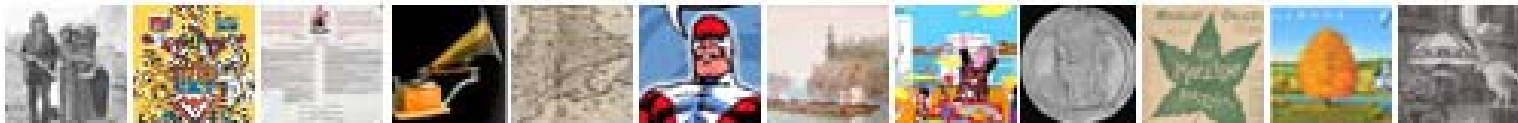
Virtual Reference Canada

- **Approaching 250 members**
- **Public library participation increasing**
- **VRC working to enhance:**
 - **geographic designations using Canadian Geographic Names**
 - **enhanced selected subject categories**
 - **ease of use, especially profiles**



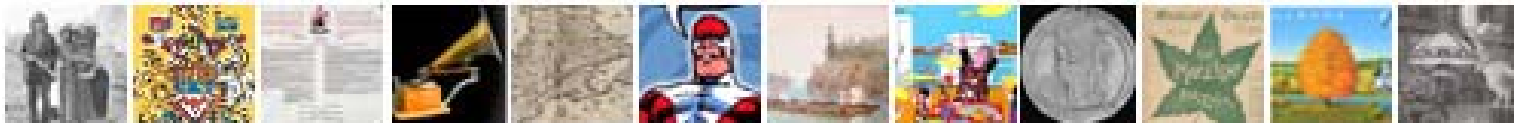
QuestionPoint at LAC

- **Founding member, 1999**
- **Global level only**
- **Questions we send to QP**
- **Answers we provide to QP**
- **QP and VRC interchange**
 - **Manually now**
 - **Protocol-based soon**



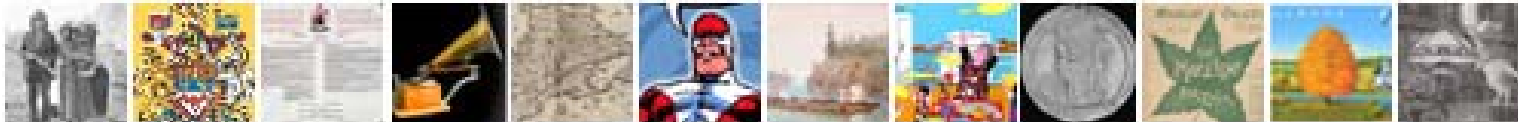
QP \leftrightarrow VRC

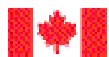
- **NISO NetRef protocol**
 - Protocol plus core metadata element set
 - Testing has begun between QP, VRC, 24/7, others
 - Draft protocol for trial use soon
- **System-to-system exchange**
- **Extends the reach of the local reference desk world-wide**



It's beyond libraries, folks!

- Museums, galleries, archives, historical societies, and beyond
- LAC integrated reference in the lead
- Cross-domain collaboration yields:
 - Fuller, richer answers
 - User satisfaction
 - Networking in new ways
 - Partnerships in new directions





Thank you!

VRC

<http://www.nlc-bnc.ca/vrc-rvc/>

NISO NetRef Protocol

<http://www.loc.gov/standards/netref/>

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