



Project Title: Assessing Quality in Digital Reference Services
Investigator(s): Charles R. McClure and Melissa Gross
Funding Agency: Online Computer Library Center (OCLC)
Award Dates: May 2001 – June 2002
Award Amount: \$100,800

The purpose of this study to develop methods to assess the quality of digital reference services, test and refine measures and quality standards to describe digital reference services, and to produce a guidebook that describes how to collect and report data for these measures and standards. Libraries and other organizations would subscribe to participate in the research and development effort at a contribution of either \$5,000 or \$10,000+ each. The study will be done by the Information Institutes at Florida State University (FSU) and Syracuse University (SU). The Online Computer Library Center (OCLC) will serve as the Chief Financial Officer to invoice and collect monies from participating organizations. It would also disburse project monies to both Florida State University and Syracuse University.

Each participating organization will receive regular status reports from FSU on the progress of the project and may, depending on selection criteria to be developed, participate in the field-testing of the measures and quality standards. The study will be conducted by the Information Use Management and Policy Institute at Florida State University under the direction of Dr. Charles R. McClure with the assistance of Dr. R. David Lankes and the Information Institute of Syracuse at Syracuse University. The primary product from the study will be a practical guidebook that will assist organizations in evaluating digital reference services and producing measures and standards for better planning and evaluation of digital reference services in libraries.

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