University of Florida
VIRTUAL LIBRARY
<http://www.uflib.ufl.edu/>

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At the University of Florida we find that approximately twice the number of people use our Libraries' web site from outside the Libraries (elsewhere on campus, or home) as use it in the Libraries! The UF Libraries want to serve these users wherever they are, so we have created a virtual library on our web site. This virtual library provides electronic access and finding aids to many of our resources, instruction in library research skills, and online services. Following are some examples.

RESOURCES

Catalog, Course Reserves, and some Indexes <http://www.uflib.ufl.edu/wl.html>
Indexes -- quick access to a known index, or browsable lists by subject area
<http://www.uflib.ufl.edu/locator.html>
E-Books <http://www.uflib.ufl.edu/instruct2/elecbooks.html>
E-Journals <http://www.uflib.ufl.edu/ejtitle.html>
Reference Sources <http://www.uflib.ufl.edu/hss/ref/readyref.html>

INSTRUCTION

Subject Guides <http://www.uflib.ufl.edu/subguide.html>
Handouts in PDF or HTML <http://www.uflib.ufl.edu/jgs/hand1.html>
Tutorials <http://www.uflib.ufl.edu/instruct2/mini/begin.html>
        and   <http://www.uflib.ufl.edu/jgs/hand2.htm>
Web Pages for Courses <http://www.uflib.ufl.edu/msl/dist_learn_agric.html>
        and www.uflib.ufl.edu/msl/astronomy%20class%20page.htm
<http://www.uflib.ufl.edu/msl/astronomy%20class%20page.htm>

SERVICES

Just Getting Started <http://www.uflib.ufl.edu/jgs/getstart.html>
Online Requests <http://www.uflib.ufl.edu/request.html>
E-Mail Reference <http://www.uflib.ufl.edu/refq.html>
"Chat" Reference <http://smathersnt11.uflib.ufl.edu/>

Want to know more about our "chat" reference service which we call RefeXpress?
We started with a pilot project, using moo software, in spring of 2000. We liked the idea very much but decided we needed a software package offering more features. After looking at several existing service-desk-type services which used the chat function, we invited three vendors to demonstrate their products and talk with us about our needs. We chose NetAgent from E-Share during the early fall 2000, and began the implementation

process. Some of the features of NetAgent which we especially liked are that it is loaded locally, it allows us to push pages and allows interactive online collaboration with the patron, and includes an e-mail reference section. Some of the issues we dealt with were staffing, training staff, hours of operation, publicizing, and trouble-shooting.

Here are some actual questions we have gotten, which are typical:

-Hello, I work at the UCF Library and I am wondering if your connection to EbscoHOST is working?

-I would like to find ANSI B92.1 related to Spline.

-What musicals did Irving Berlin compose or be lyricist for?

-I need information on the Southeastern Indian Oral History Project.

-I am trying to find a journal for evaluating sulfate in soils.

-Where can I find the database locator?

-Is there any way I can get full-text of Physical Review at home?

-Could I get Cliffs Notes for Hamlet online? My test is tomorrow.

For more information, you may contact RefeXpress coordinator Jana Ronan at ronan@mail.uflib.ufl.edu.