Chasing the Sun – Virtual reference service

Memorandum of Understanding for Local Group Participants

1. Introduction

This memorandum of understanding (MOU) applies to each group member participating in the Chasing the Sun service, hereafter referred to as CTS. This document adheres to the principles of the MOU for Group Administrators. The MOU sets out the conditions for each member participating in the Chasing the Sun Service. It is a formal agreement between the members, the Administrator and Co-administrator of each group that outlines the principles of collaboration, the management procedures and governance. The Memorandum provides the framework by which the members shall collaborate with each other in the delivery of the CTS service.

2. Background

CTS represents an international collaboration of various groups of health libraries to provide an after-hours virtual reference service to clinicians in the regions of the participating libraries. The concept relies on health librarians in different time zones providing expertise for an after-hours virtual reference service to clinicians. CTS will assist in answering urgent or pressing information queries relating to direct patient care. The objective of CTS is to ensure that appropriately resourced and expert clinical information is readily available to support patient care, irrespective of time or location.


3.1 To log on to CTS at the beginning of each work day and to log off at the end of the work day.
3.2 To regularly monitor incoming form questions.
3.3 To equally share the responsibility for promptly responding to chat and form questions.
3.4 To accept responsibility to answer questions within specific areas of expertise reflecting organisational subject strengths.
3.5 To notify the Administrator of staff changes promptly, which will affect the support for CTS.

3.6 The Administrator will be the point of contact for the OCLC Regional service provider and will also act as liaison for the group members.

3.7 The Co-Administrator will act in place of the Administrator when the Administrator is unavailable.

4. **Management procedures / governance**

4.1 The Administrator will determine the approval profile (who may view, edit or update the profile) then initiate and maintain the settings necessary for access for each member, or subgroup, where a number of staff from a library share an account.

4.2 The Administrator will provide the name, information and logo used to identify the group in the administration module.

4.3 The Administrator will organise training as required.

4.4 The Administrator is responsible for updating the Group’s web page to reflect the hours CTS is supported, public holidays and library closures.

4.5 The Administrator is responsible for adding one record to the Global KnowledgeBank per year, in line with the conditions of use for QuestionPoint.

4.6 The Administrator is responsible for ensuring a question submitted to CTS is answered promptly. The Administrator may refer a subject specific question to the subject area specialist librarian.

4.7 The Administrator is responsible for administering the CTS discussion list.

5 **Review of Local Group MOU**

The operation of the MOU will be reviewed by Group Administrators annually.

Signed:

Local group member                         Administrator

Date: