

# Wash. County Librarians now offer a "TXT 4 ANSWERS" service

The Washington County Cooperative Library Services (WCCLS) has launched a pilot project to enable patrons to send a text message to a librarian from their hand held electronic devices. A librarian will text an expert answer back to the patron within 10 minutes during the hours of service.

The service, named "My Info Quest" is the first collaborative text messaging reference serv-

ice of its kind. Alliance Library System in East Peoria, Illinois has partnered with participating libraries from across the country, and the companies Altarna and Peoplewhere, to build this exciting new reference service. Local participating libraries include WCCLS and six of its member libraries, including Beaverton City Library, Cedar Mill Community Library, Garden Home Community Li-

brary, Hillsboro Public Libraries, Sherwood Public Library and the Tigard Public Library.

Barbara O'Neill, Reference Program Supervisor with the Washington County Cooperative Library Services, reports that local librarians are eager to test out this new texting service. "Anyone can surf the internet, but to have a librarian actually verify the credibility of a source provides a much higher level of confidence in the answer." Local librarians believe that electronically savvy texting patrons will appreciate the difference in the level of service.

So if you are on the go and need an answer – text your question to a "My Info Quest" librarian and have the answer delivered to your phone or PDA within minutes.

Text 309-222-7740

Text the code WCC in front of your question

A librarian will text an expert answer within 10 minutes during the hours of service (see hours below)

It's easy and accurate!

It is anticipated that My Info Quest will become very popular among teens and college students as a handy homework resource. However, students will not be the only ones who benefit from the rapid librarian text response service. If you have ever been stuck in a business meeting and needed to verify one last bit of information before a presentation to a big client – then you can image the value of such a service. Within minutes of receiving a request a My Info Quest librarian will text a response using an authoritative source.

Locally the hours of service for My Info Quest will be Monday – Friday: 6 a.m. – 8 p.m. and Saturday 7 a.m. – 3 p.m. If a WCCLS patron texts a message when the service is closed they will receive a message indicating that a response will be provided as soon as My Info Quest reopens. Nationwide, librarians from the participating libraries will collaborate to staff the service. The soft-

ware for My Info Quest has been donated for the pilot program and will be available in Washington County throughout 2010.

For additional information patrons may stop by their local WCCLS member library or visit [www.wccls.org](http://www.wccls.org).

The Washington County Cooperative Library Services (WCCLS) includes: Banks Public Library, Beaverton City Library, Cedar Mill Community Library, Cedar Mill Community Library @ Bethany, Cornelius Public Library, Forest Grove City Library, Garden Home Community Library, Hillsboro Public Libraries (Main and Shute Park), North Plains Public Library, Sherwood Public Library, Tigard Public Library, Tualatin Public Library, and West Slope Community Library. Two specialty libraries are also a part of the Cooperatives library card service – the Oregon College of Art & Craft and the Tuality Health Education Resource Center.

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## Hays animal shelter asks for cat food

Washington County Animal Services & Bonnie L. Hays

Small Animal in Hillsboro is seeking donations of high-quality dry and canned pet food, specifically for kittens and cats. "We're down to our last few bags of cat food," said Deborah Wood, Animal Services manager at the beginning of October.

Especially this time of year, there is a constant flow of cats. "We'll admit about 3,000 cats and kittens into our shelter this

year," said Wood. "Kitten season generally lasts into November, so we're facing a lot more hungry mouths to feed over the next few months."

Almost 100 percent of the food the shelter serves to the pets is donated. "So we rely on the public's generosity," adds Wood. "When people are out shopping this weekend, we ask them to remember the sheltered pets and buy an extra bag of food for them."

Donations of unopened, unexpired cat and dog food may be brought to the Bonnie L. Hays Small Animal Shelter at 1901 SE 24th Avenue, Hillsboro, during regular business hours. Donations are tax-deductible.

For more information on donating to help the animals, see [www.co.washington.or.us/pets](http://www.co.washington.or.us/pets).

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