

# NORTH AMERICAN VIRTUAL REFERENCE ONLINE CONFERENCE



The [North American Virtual Reference Online Conference \(NAVROC\)](#) is accepting proposals for our free conference Tuesday-Thursday, Feb 21-23, 2023. We are seeking proposals for 45-minute sessions and 20-minute lightning talks from virtual reference providers relating to our theme, **Emergence: Intersecting Resilience and Sustainability**. These sessions will comprise the 2-3 hour period of each conference day. Because this is a virtual conference, presenters can present from anywhere as long as they have a stable internet connection.

**Conference theme: Emergence: Intersecting Resilience and Sustainability.** Participants will experience sessions from presenters across the continent discussing how they are using virtual reference services in a (post) pandemic world to increase sustainability, grow resilience, and to ultimately emerge, transformed and renewed.

**To submit a proposal, please fill out the [proposal submission form](#) by November 30, 2022.** Potential topics include but are not limited to:

## **Adaptability**

- Innovations, new technologies, emerging platforms
- New partnerships - how were they formed, and how do they expand your service to your community
- Creative uses of video conferencing/screen sharing via chat

## **Challenges**

- Privacy issues
- Creative solutions to staffing challenges
- Training
- Ergonomics at home
- Sustainability and digitization process

## **Equity and Engagement**

- Centering race in VR
- Mitigating microaggressions in chat
- Utilizing culturally-appropriate resources
- Engaging BIPOC staff and patrons
- Multi-lingual VR services
- How are you bridging the digital divide in your community?

- Marketing strategies for underserved patrons
- Improving accessibility
- Mitigating the digital divide: Universal Broadband? Loaning Hotspots?

## **Evaluation & Appraisal**

- Service Evaluation
- Using ratings from users

## **Marketing and Promotion**

- Integrating social media
- Best practices for online finding aids
- Marketing your service
- Telling your story with data
- Partnerships with schools, social agencies, tutoring, etc.

## **Reference**

- Changing definition of reference
- Adapting virtual services to be accessible and equitable
- Working with vendors to conform to new needs
- Incorporating Open Access resources into virtual reference services

Propose a **Roundtable** (Discussion forum) or **Lightning Talk** (20-minute presentation) on VR services in different kinds of libraries.