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# Extended Abstract

International Innovation & Design in Library &  
Information Science Competition (InDeLib2022)

*Organized by*

Faculty of Information Management  
UiTM Kedah Branch



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**Editors**

Asmadi Mohammed Ghazali  
Abd Latif Abdul Rahman



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## VIRTUAL REFERENCE CONSULTATION SERVICES

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### Abstract

Virtual Reference Consultation Services (VFRC) is a service application allowing patrons to connect virtually with the librarian. VFRC is an application that was specially developed with 3D design and space. Virtual Reference Consultation Services is adapted by Virtual Reality (VR) and Augmented Reality (AR) that turns any room into a 3D workspace. VFRC is a new space for library patrons to access the library collections virtually. This product will provide an immersive experience where they can connect their areas easily to other platforms. This product will give online reference and consultation services to library patrons. It also encourages users to seek reference and consulting services remotely. Furthermore, this platform allows libraries and users to collaborate in interactive and immersive platforms. Developers created one special room for the reference consultation services, allowing library patrons to walk around and interact in VFRC virtual rooms with avatar functionality and controls to share, collaborate or view the content with others. This platform can enrich the patron's library experience and introduce them to the virtual world.

### Keywords

Libraries, Digital Libraries, Reference Services, Virtual Reality, Augmented Reality.

### Product Description

Virtual Reference Consultation Services is an application specially developed with 3D design and space. Virtual Reference Consultation Services is a Virtual Reality (VR) and Augmented Reality (AR) that turns any room into a 3D workspace. Virtual Reference Consultation Services is the new platform that helps creators build their own spaces in the metaverse. Virtual Reference Consultation Services will provide mind-blowing experiences to those users as the platform can share content around them, manipulate 3D objects and customize any environment through LiDAR scanning in the application. This platform allows library patrons to walk around and interact in Virtual Reference Consultation Services virtual rooms with avatar functionality and controls, which they can share, collaborate or view the content with others.

### Novelty and Uniqueness

This product is specially designed with Virtual Reality (VR) and Augmented Reality (AR), which enhance 3D design and metaverse use. Developers created one special room for the reference consultation services, allowing library patrons to walk around and interact in Virtual Reference Consultation Services virtual rooms with avatar functionality and controls to share, collaborate or view the content with others.

### Benefit to Mankind

Virtual Reference Consultation Services is a new space for library patrons to access library collections virtually. This product will provide an immersive experience where they can connect their spaces easily to other platforms. This product will provide online reference and consultation services to library patrons. It also encourages users to seek reference and consulting services remotely. Furthermore, this platform allows libraries and users to collaborate in interactive and immersive platforms.

### **Potential Commercialization**

This product targeted the information agencies mainly from the National Library of Malaysia, State Public Libraries, Academic Libraries, Special Libraries, Community Libraries and School Libraries. This platform could lead to a future enhancement of digital libraries, mainly in Malaysia, as Bruce (2015) & Nanu et al. (2013) highlighted that Virtual Reality (VR) and Augmented Reality (AR) as learning solutions for digital natives.

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