

# Global Virtual Reference Services Market Growth (Status and Outlook) 2026-2032

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## Abstracts

The global Virtual Reference Services market size is predicted to grow from US\$ 1696 million in 2025 to US\$ 2623 million in 2032; it is expected to grow at a CAGR of 6.6% from 2026 to 2032.

Virtual Reference Services (VRS) refer to digital tools and platforms that allow libraries, educational institutions, or information centers to provide real-time or asynchronous reference assistance to users via the internet. These services can be delivered through various online mediums, such as chat, email, instant messaging, or video conferencing. In traditional library services, reference assistance was provided in person. However, VRS enables these services to be accessible remotely, offering users the convenience of accessing library support from anywhere, at any time.

United States market for Virtual Reference Services is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

China market for Virtual Reference Services is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Europe market for Virtual Reference Services is estimated to increase from US\$ million in 2025 to US\$ million by 2032, at a CAGR of % from 2026 through 2032.

Global key Virtual Reference Services players cover Ex Libris, Springshare (LibAnswers), Zendesk, LibraryH3lp, AskAway, etc. In terms of revenue, the global two largest companies occupied for a share nearly % in 2025.

LPI (LP Information)' newest research report, the ?Virtual Reference Services Industry

Forecast? looks at past sales and reviews total world Virtual Reference Services sales in 2025, providing a comprehensive analysis by region and market sector of projected Virtual Reference Services sales for 2026 through 2032. With Virtual Reference Services sales broken down by region, market sector and sub-sector, this report provides a detailed analysis in US\$ millions of the world Virtual Reference Services industry.

This Insight Report provides a comprehensive analysis of the global Virtual Reference Services landscape and highlights key trends related to product segmentation, company formation, revenue, and market share, latest development, and M&A activity. This report also analyses the strategies of leading global companies with a focus on Virtual Reference Services portfolios and capabilities, market entry strategies, market positions, and geographic footprints, to better understand these firms' unique position in an accelerating global Virtual Reference Services market.

This Insight Report evaluates the key market trends, drivers, and affecting factors shaping the global outlook for Virtual Reference Services and breaks down the forecast by Type, by Application, geography, and market size to highlight emerging pockets of opportunity. With a transparent methodology based on hundreds of bottom-up qualitative and quantitative market inputs, this study forecast offers a highly nuanced view of the current state and future trajectory in the global Virtual Reference Services.

This report presents a comprehensive overview, market shares, and growth opportunities of Virtual Reference Services market by product type, application, key players and key regions and countries.

#### Segmentation by Type:

Real-Time (Synchronous) Services

Asynchronous Services

#### Segmentation by Application:

Libraries and Educational Institutions

Health Care and Medical Information

Other

This report also splits the market by region:

Americas

United States

Canada

Mexico

Brazil

APAC

China

Japan

Korea

Southeast Asia

India

Australia

Europe

Germany

France

UK

Italy

Russia

Middle East & Africa

Egypt

South Africa

Israel

Turkey

GCC Countries

The below companies that are profiled have been selected based on inputs gathered from primary experts and analyzing the company's coverage, product portfolio, its market penetration.

Ex Libris

Springshare (LibAnswers)

Zendesk

LibraryH3lp

AskAway

Helpshift

Freshdesk

Intercom

LiveChat

Tidio

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