

Feedback Sheet Research Help Now Fall Update Sept. 23, 2005

Compilation of Results

1. What is your reaction to the new Virtual Reference Toolkit software platform?

First reaction to its appearance...seems rather "busy", I imagine that impression would fade after more exposure to it.

I'm not a fan of the audio enhancements when the patron sends a question.

"Provider" should definitely be changed to "Librarian".

Losing Meeting Room function is a bummer.

Losing the ability to customize scripts at the institution level is disappointing.

The demo wasn't really able to show its functionality, given the technical difficulties.

Potentially improved –does seem more user friendly.

Looks easier to learn and use.

The interface looks good and easy to use, but need to solve the problem of how we guide patron use to their own college databases, the interactive between tutor.com and college databases.

Looks less clunky. Some features are more intuitive.

Look forward to an email component from tutor.com.

I like the option of having an address box for web URLs more prominent.

It does not seem that too much functionality will be lost, but gaining some newer and better streamlined options.

Once we get some major wrinkles ironed out (those we had discussed) it will enhance our service provision.

Not as capable as we want, in particular re: authenticated databases co-browse.

It seems that the interface on both librarians and patron side is cleaner and more intuitive.

File sharing (if it works) is especially more intuitive.

I'm concerned about the decrease in info about the patron (web browser, operating system, etc.), but would reserve judgement since it seems tutor has tested extensively.

It has the potential to be better and more reliable but the beta version has too many non-working segments.

Looks better on the provider side... cleaner and with better tabs/ screen lay out.

Recommend that tutor drops the dorky sound effects.

Two big issues: dealing with pushing pages that pop-up in new windows that may not pop up on student end and stable connections. Freeze ups are frustrating. The worst thing is to [illegible] patron, then not have the librarian's screen window come up... then watch the green icon turn to yellow than go to red before connecting.

A better-organized space that is easy for librarians and patrons.

I'd like to know more about the "Trusted Web" version. It's not clear to me what databases we can access without it.

The trusted web sharing will solve some real issues. Training should be fairly simple.

I got a different impression from Angela Pheil (and even from David on the phone) that the download patch will be required for full co-browse on proprietary databases. This is fine with me, but I think it should have been made clearer.

2. How soon do you think we should implement it? Do you have any points of concern about the implementation process?

January would be OK.

After the second version release – improve functionality, get the bugs worked out.

Second semester.

First get staff training on Jan 2006, then implement in summer 2006.

There seem to be a lot of bugs – I'd like access to the beta version.

As soon as the major points raised are addressed (i.e., trusted web sharing).

End of fall session – be ready for new semester/sessions in January. Need hands-on training prior.

For my college I prefer not to offer it mid-semester. January is the beginning of our new semester.

Not before the Dec. 05 release. We need everyone well trained prior to this implementation.

My biggest concern is learning the new software and being able to train our librarians on it. I'd ideally like to get people trained at our library so they could test it in Dec.

Get the beta to us as soon as possible to practice during fall term.

Not until it is ready; time to retrain. Winter sem would be fine.

The sooner the better. It's OK with me to even do it mid-semester. Patrons/students are used to constant upgrades and changes, so pick a target date and go! If we go live in Jan 2006, we'll need training early in Dec. 2005.

Maybe in the first quarter of 2006 after training.

Second semester.

3. Are you pleased with the Research Help Now collaborative? How could it be improved?

Yes. So far it seems to be working well.

Would it be possible to coordinate the scheduling better? Sometimes slots have 3 while some only have one. It would be nice to have 2 per slot.

Continue annual meetings.

Yes, I experienced good communication among our staff (different college). Need more training and better communication to address hands on problems.

I applaud the effort of all the hard working librarians who have given their time and energy to this collaborative – especially the coll. administrators. Thanks.

I'm still a little fuzzy on the scheduling efforts. Are all of the times covered?

Generally, it is fine. To be honest, we still much prefer our library-specific online reference service, because easily 50% of our questions are library/institution specific (i.e., do your computers have CD-ROMs? Where can I buy my books, etc.). It is not as fancy as tutor, but it is easier and faster and all our librarians staff it (as opposed to ½ willing to learn and staff MCCA VR). We are continuing w/RHNow in hopes this will expand to a statewide effort, which we want to support.

Yes, we need to grow it! There are many 4 year schools interested in joining (MSU, EMU, Aquinas, more...)

Yes, very pleased.

The people in today's meeting are clearly dedicated and motivated. That a great thing for Michigan Community Colleges! Bravo Sandy and Ann!

The Collaborative is a great bargain for [our college] and our students.

I'd like to do more work on how to extract stats on use of RHN by our students.

Meeting as a group at least [once?] a year will be very helpful.

Court as many CCs as possible.

4. Would you like to see the Library of Michigan join Research Help Now? Should we participate with them in the collaborative queue?

I would agree to allowing them to join as long as they are in a separate queue.

Yes, provided we can keep a separation between public patrons and college students/staff.

Yes, it seems a natural fit with all the support they have given MeL. Sharing always makes sense in libraries.

Yes, let's add LOM as a separate option right away! Open discussion for open collaborative possibilities.

I support LOM joining but have their own queue. Merging and answering each other's questions would require more training.

Very pleased w/collaborative. Could be improved by sharing concerns/solutions much more regularly.

LM and rest of collaborative need to agree on queues.

Anything that can be done to lessen the cost of the software on individual libraries is a plus. Long term, some collaboration in queues might be possible (but not for a while!)

Yes, the questions should be kept separate.

Seems OK.. The question must only be based on how it affects/supports our students.

Our answer is in the conversation about supporting our students.

A phased-in approach would be good – maybe unintegrated queues as we break in the new software. Then, when we've absorbed the new software, have some training for both LM and collaborative. Then integrate the queues.

Yes, they would be a great addition. A collaborative queue would be more beneficial for patrons, but we would need some guidelines on when to forward specialized genealogy questions.

I'm okay with LOM as a partner, but only with queues completely separate. Training could be shared @ the basic level.

Any other comments?

Collaborative needs to expand once software and authentication problems are solved.

Need annual meeting.

Those of us who do staff, do so while we are at the Reference desk and covering in-person, phone, in-house reference as well as RHN. We do not get a lot of questions on MCCA VR. It's hard to be as facile with the software as we'd like. I'm hoping the new software will help with that situation (looks promising).

Bonnie (MeL) trainer was great!

I'm thankful to be working with this group and pleased to be a part of this effort. ☺
What are the peak usage times of our VR service? Is there a prime day or hour of the work? I've looked at the online stats, but a summary would be great.
Thanks for all of your hard work, today and every other day! Thanks, WCC & Sandy for the food!