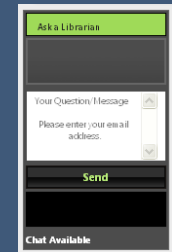


24/7 Qwidget Roll Out and Staffing

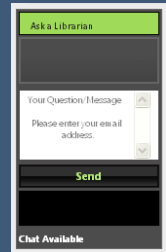


Annual Meeting

December 3, 2010

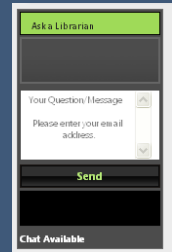
Washtenaw Community College

Background Information



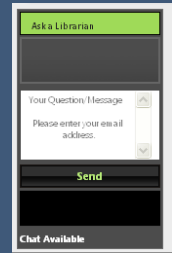
- Collaborative originally participated in Roll Out starting with week of April 6, 2010. We suspended our participation at the end of May. We started participation again October 3, 2010.
- Participating in the Roll Out means that our patrons will be able to submit questions through the Qwidget 24/7 even when our Michigan Librarians are not monitoring any queues. 24/7 Academic Cooperative picks up questions.
- Our requirement is that we need to maintain a 75% answering percentage.

Background Information



- AP = Answering Percentage. The Answering Percentage is obtained when the number of questions asked by your users (our students) is divided by the number of sessions handled by your librarians (MI librarians). A group's Answering Percentage should be at least 75%. If your Answering Percentage is less than 75%, this indicates that your users are asking proportionately more questions than your librarians are picking up during your shifts.

Background Information

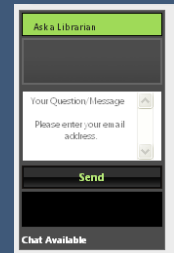


- How to Find the Answer Percentage

Log into QuestionPoint with the 9 digit autho for your group

- Click on Reports
- Click on Group (in the red horizontal bar)
- Under Activity Statistics, click on Report by Single Subscription Group (this gives you the statistics for your group as a whole. To get the statistics for each individual library in your group, click on Report by Institution List)
- Select Monthly Report
- Select the year
- Generate report for chat
- click submit
- divide Number (Total) of Chat Sessions Accepted by Number of Chat Sessions Requested

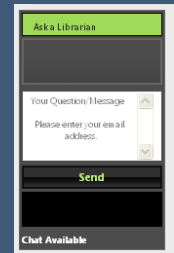
Statistics for Qwidget Roll Out Program



Fall 2010 End of Week beginning:												
	5-Sept	12-Sept	19-Sept	26-Sept	3-Oct	10-Oct	17-Oct	24-Oct	31-Oct	7-Nov	14-Nov	21-Nov
Chat rec'd	119	222	264	250	290	315	345	337	275	316	294	184
Chat accepted	79	201	201	186	162	206	255	214	180	226	220	144
AP # to reach 75%	66.38%	90.54%	76.13%	74.4%	55.90%	65.40%	73.90%	63.50%	65.50%	71.50%	74.80%	77.40%
Qwidget Traffic					56	30	4	39	26	11	1	
					148	166	192	186	156	175	168	93

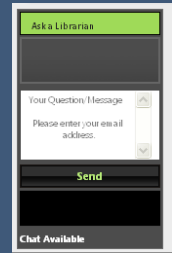
Source: OCLC Susan McGlamery

Staffing the Queue



- How do we meet our 75% AP (answering percentage)?
 - If you are only monitoring the Michigan queue, consider answering questions from the 24/7 queue
 - Think about scheduling more hours when your library is monitoring the service
 - Pick up more questions while you are on your shift (source: Ann Walaskay's October 20, 2010 email)
- Winter 2011 Schedule

Solutions



- Consider staffing when you are less busy.
- Consider staffing 24/7 Coop to pick up more question if the Mich Queue is slow.
- Consider getting a sub if you are not able to staff your time
- It is better to log off, then to login and not be able to pick up questions if you are multi-tasking. There is an impact of AP.
- We will consider adding Thursday night hours again.
- More than one library on Friday. Add another Non-MSU librarian.