

“FOLLOW UP BY PATRON LIBRARY”

Annual Meeting
December 3, 2010
Washtenaw Community College

Definition of Follow Up?



5.2 Follow-Up

- Questions that cannot be fully answered during the live online session should be answered by a librarian at the patron's library. This includes questions regarding material specific to that library or library jurisdiction - such as local history - or questions concerning a patron's circulation record.
- All sessions generated from a library's patrons appear in that library's Question List. Librarians from each library are responsible for following up on their patrons' requests. A librarian at the patron's library (not the chatting librarian) determines whether to answer the question locally or refer it to a subject expert available to that library or library group.

Source: 24/7 Cooperative Policies

Definition of Lost Call



- Questions where the patron never responds and does not have an email address.
 - ▣ Remember you seldom use Lost Call.
- Do not use Lost Call if the patron left an email address; instead, use Follow Up by Patron Library.

Review of Transcripts

- Refer to handouts at the tables
 - Transcript 1 – see attached PDF
 - Transcript 2 – see attached PDF
 - Transcript 3 – see attached PDF
 - Transcript 4 – see attached PDF

Question	
Patron: < email was provided>	Received: 18:47:21
At:	Assigned: Unassigned
Status: Closed	Type: Chat Sessions
Wait Time: 21	Session 841
	Time:
Resolution: Lost Call	
Language: English	
Referred to/Covered by	
Referred to:	Assigned:
Status: Closed	
Send to Quality Control	
campus: Online	
IP Address:	
Referer:	
Browser/OS: Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.2.12) Gecko/20101026 Firefox/3.6.12	
Cobrowse: No	
Category:	
Question History	
Patron: (GMT-5) Chat Transcript: where on the Virtual Library would I go to find info on a Private Investigator?	
Librarian: (GMT-5) Note: Patron's screen name: xxxxxx	
(GMT-5) Librarian 'aaaaa' has joined the session.	
(GMT-5) Hi, I'm aaaa, a librarian at xxx. I'm a member of a group of chat reference librarians and I'll be looking at your question.	
Let me take a look at your virtual library.	
There are several things you can try. At this page (http://aaaa.cedu.aspx) you might select E-Books (just below the picture of the guy), or you can look for journal articles by selecting Databases in the yellow box.	
) I'm going to try looking at E-books first.	
Patron: Patron is no longer connected.	

When to Label a Call

“Follow UP by Patron Library”



- Which transcripts are
 - Follow Up by Patron library
 - Lost Call

- Question for the libraries with high volume of chat transcripts.

- Suggestion to the Collaborative – if you use the Qwidget, require the student to input their email when they submit the question. Latest update to QP, allows librarians to see the email for Qwidget patrons.

- To Do: Send out email to Listserv.