

Michigan Virtual Reference Service Annual Meeting April 8, 2011

FEEDBACK FORM

FORMAT

1. The format (i.e., discussion, small group activities, presentation, etc.) of this Annual Meeting was appropriate for the content.

Strongly Agree **Agree Neutral** Disagree Strongly Disagree

15 votes 2 votes

2. The time allowed to cover all the agenda items of the Annual Meeting was adequate.

Strongly Agree **Agree Neutral** Disagree Strongly Disagree

12 votes 5 votes

KNOWLEDGE/UNDERSTANDING OF TOPIC

3. My knowledge of the subject matter has increased as a result of attending this workshop.

Strongly Agree **Agree Neutral** Disagree Strongly Disagree

16 votes 1 vote

4. The most significant thing I learned from this workshop was:

Ways to improve vr reference

Reminder to use ‘soft skills’ as part of reference transactions

Results of MSU assessment- that librarians were strongest on diverting students to sources/finding information. Less strong on the ‘soft skills’

The transcript renew/fill in the blanks exercise was useful.

Best practices for chat. Assessment Project and Jing

Students aren't as patient as I believed.

Jing was useful. I will adapt to reference practice.

Very interested in Jing. Think that is a very useful tool to assist students.

Liked the Vir Ref Assessment Project and Handling multiple users. Madlibs exercise was great!

Handling simultaneous users

Really enjoyed the transcript discussion/practice

I thought all of the presentations were very useful – nice variety too.

Jing video was useful. Enjoyed talking w/other librarians from collaborative.

Using Jing during chat sessions.

Like other times, I'm most excited to share ideas and insights and experience. As to learning, I'd say the "handling multiple patrons" taught me great info.

Jing, multiple users, Co-op update.

How librarians feel about handling multiple simultaneous users.

OVERALL

5. I would like following covered in our Annual Meetings:

Please Explain:

Maybe a time period reserved for discussing current topics – 30 minutes or so

Let people bring up topics at that time- maybe break into groups instructed in each topic or issue.

What does it mean when patron light turns from green to yellow?

More explanations of the statistics

Yes

All the presentations were relevant and valuable

When to refer patrons to a reference desk. How to decide if a question is too long/involved to do in chat.

Discussion of how we need to adapt our way of working based on the tools we learn here (Jing, etc.) – best practices.

Discussion about 24/7 service (i.e. helping when can't access databases)

Hand on training

6. I found/did not find this workshop to be worthwhile because:

Great opportunity to comment w/people in person.

Always good to connect with others.

I found chance to meet other involved in VR

N/A

About updates. Best scripts. Jing – I enjoyed hearing. I had never heard of think that it is a worthwhile tool to assist student.

See comment 4.

Like I mentioned in another response, a good variety of topics – I especially liked the Jing info.

I got some new ideas and can put more names with faces. I like the variety of presenters/types of presentations.

Absolutely worthwhile.

Connecting w/others

New ideas

Change to focus on this aspect of my job

7. Location of the Annual Meeting. Where do you want to meet next year? Do you always want to meet at the same College/University?

It does not matter to me.

Washtenaw CC

WCC is fine. Lansing might be more convenient for some libraries

WCC or EMU

Love the location!

I would like to go to different college/university each year. But enjoyed being @ Washtenaw

Flexible

Would be nice to move around

Yes. WCC seems to be very convenient location- good parking

WCC is great. Thanks

I like meeting at Washtenaw, but rotating might be nice to see other colleges.

Same place.

I really appreciate WCC's support of us. We could meet almost anywhere and I'd come."

Yes, like WCC location and facility

Other Comments/Suggestions:

Would like to see QP improved especially w/juggling. If I take more than one patron, each patron should have their own window. And if I send URL during chat, why is it not hyperlinked.

Really enjoyed this meeting – Thanks

I liked looking specifically at transcripts and discussing our VR skills. We should do something like this at focus on our VR skills each time.

Can we get more of these useful discussions to continue on our listserv?