

## **RHN Best Chat Transcript Committee – Final Report**

Chair: Heidi Schroeder

Other Members/Judges: Mary Beeker, Sarah Fabian, Kelli Herm, Terri Miller

### **Process:**

We had 44 total chat transcripts nominated this year. Thanks to all who nominated - this is the highest number of nominated transcripts that we've had in several years! 10 transcripts were removed from the pool because they were from members of the RHN Best Chat Transcript Committee. The remaining 34 were stripped of all personal/institutional information (by me). Each transcript was judged by 3 of the 4 judges on the committee (judges who nominated transcripts didn't judge the ones they nominated, plus we wanted to make the numbers of transcripts to judge a bit more manageable at around 25 transcripts per judge).

The committee used the same rubric as last year. There were 15 total points divided four sections: Opening & Tone, Question, Providing Information & Instruction, and Closing. If one item or entire section of the rubric weren't applicable, those points were deemed N/A so chatters didn't "lose" points (if patron disconnected before closing example).

### **Results:**

We had some really high quality chat transcripts nominated this year, which made choosing 2 winners and 3 honorable mentions very difficult.

### **Nominees:**

Suzanne Bernsten, Stacy Charlesbois, Stephanie Davis, Karl Ericson, Kim Farley, Holly Flynn, Kelly Frost, Bill Marino, Allison McFadden-Keesling, Hailey Mooney, Susan Murphy, Ben Oberdick, Kate Pittsley, Jim Ratliff, Suzanne Sawyer, Nadja Springer-Ali, Christine Tobias, Abe Wheeler, and Jeff Zachwieja

### **Honorable Mentions (3) – All win chocolate covered cherries, generously donated by Northwestern Michigan College (NMC)**

1. Suzanne Bernsten – LCC: Transcript #6981581
2. Holly Flynn – MSU: Transcript #6634158
3. Christine Tobias - MSU: Transcript #7561424

### **Winners (2) – Both win gift cards, graciously provided by Michigan State University (MSU) and Landing Community College (LCC)**

1. Kate Pittsley – EMU: Transcript #6998885
2. Jim Ratliff – KVCC: Transcript #7335851

Congratulations to all winners and nominees!! A special thank-you to the judges and members of the committee: Mary Beeker, Sarah Fabian, Kelli Herm, and Terri Miller. And, one more special thanks to MSU and LCC for donating the 2 gift cards and to NMC for donating the chocolate covered cherries.