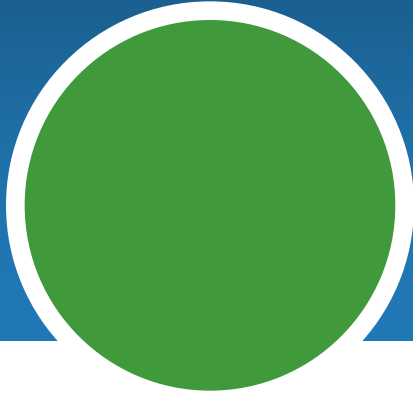


ResearchHelpNow User Group Meeting April 2012 QuestionPoint Update



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- Cooperative Librarian reviews transcripts
- Cooperative Librarian sends session to Quality with comments
- Quality reads the comments and evaluates the transcript against the Policies and Best Practices

<http://wiki.questionpoint.org/w/page/13839422/247-Policies>

<http://wiki.questionpoint.org/w/page/13839421/247-Best-Practices>

- **Quality processes the comments**
 - If Quality agrees with the comment, Quality sends a Quality Tip email to the Quality contact as per the Correspondence Preferences
 - If Quality disagrees with the comment, Quality sends an email to the commenting librarian asking for clarification or offering a different perspective (Quality Buffer)
- **Quality tracks statistics and trends from issues reported**
- **Occasionally completes comprehensive Quality Reviews for groups**

Importance of Sending to Quality



- **Quality Buffer**
- **Helps us track patterns**
- **Helps us address significant issues so the issues do not persist**

Example: EMU and Coop librarian - several issues, but one serious issue was that the librarian told a Michigan student “your university's databases don't seem up to the task of supporting your research, and they need to know this”

- **Gave 3 reasons why I was uncomfortable with that phrasing**
- **Suggested use of Librarian Note to express opinions privately**

Top 10 Quality Issues for 2011: total Coop

see blog posting for details



1. Policy Page
2. Resolution Code
3. Reference Conversation
4. Incorrect Info
5. Source Choice
6. Contact/Follow Up option
7. No Searching
8. Abrupt Ending
9. Obtaining Email
10. Patron Info

Policy Page tips for Coop monitoring

Always consult the policy page for info about the library

- **Don't guess**
- **Don't relate your library's policies - this is completely irrelevant to the patron of another library**
- **If information from a policy page is incomplete, or links don't work, send a note to Policy Page Email Contact**
- **Keep your policy page up-to-date and accurate!**

Summary of Quality Review of MI Librarians— Excellent Job!!



- **Reference Conversations / Interpersonal Aspects**
 - Rapport / Humor
 - Friendly tone / Willingness to help
- **Sources Recommended**
 - Local databases, accessing through password given in policy page when available
 - Authoritative websites
- **Search Strategies**
 - Used advanced techniques, including Boolean logic
 - Helped patrons narrow the topic and/or results

- **Begin sessions with a question**
 - **This strategy establishes two-way communication**
 - **Even restating the question and adding the tag line “right?” can be effective:**

Student: I need help finding Pronto please, I've had it on my computer before, but I can't remember where to download the program again.

Librarian: You are a student at IVY TECH COMMUN COL BLOOMINGTON and need help finding Pronto, right?

Student: Hope you're having a good day, I need help finding Pronto so that I can chat with my teacher

- **End of Shift Procedures**
 - **Section 4.4.1 in the Cooperative Policies:**
<http://wiki.questionpoint.org/w/page/13839422/247-Policies>
 - **Give the patron options**
 - 1) **Transfer to another librarian to continue the chat (be sure to send an IM first and ask, just in case that librarian's shift is ending, too!)**
 - 2) **Email followup response**
 - 3) **Log in again later**

- **Goodbye Messages**
 - Best to use the local script or a generic message
 - Send a goodbye message even if the patron has already disconnected
 - The transcript will be emailed for the patron to read, if an email address was present
 - A scripted goodbye message usually invites the patron to return, which is especially good if the patron was disconnected unexpectedly

Further information

www.oclc.org/questionpoint

www.questionpoint.org

Blog: <http://questionpoint.blogs.com>

Wiki: <http://wiki.questionpoint.org/>

<http://wiki.questionpoint.org/w/page/13839422/247-Policies>

<http://wiki.questionpoint.org/w/page/13839421/247-Best-Practices>

24/7 Coop discussion topics



- Quality issues? Training needs?
- Staffing the Cooperative
 - Michigan participates in the Qwidget roll up program
- Promoting your service
 - QP wiki: Promote your service:

<http://wiki.questionpoint.org/w/page/13839484/Promote%20Your%20Service>

Access the QP wiki from the My QuestionPoint home page

Questions, comments, suggestions?



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