

Report on RHN Best Transcript - 2013

Judging committee, Mary Beeker - Chair

- Jim Ratliff, Kalamazoo Valley CC
- Rachel Minkin, Michigan State
- Ben Oberdick, Michigan State
- Darlene Johnson-Bignotti, Oakland CC
- Randal Baier, Eastern Michigan

Process

There were questions from managers about what sorts of transcripts they should nominate. Possible criteria to consider for nominating transcripts in the future:

- If chat librarians are being coached, nominate transcript for improvement
- Recognizing the behaviors we as a collaborative identified in our "Best Practices"
- Being especially useful or helpful to patrons

Institution and librarian names and identifiers were stripped off and each transcript was graded by 2 judges. Scores were average between judges and high score won.

Comments from nominating managers

- While this wasn't a difficult question, I liked how the librarian worked patiently with the student.
- I thought she (the librarian) did a particularly good job of instructing the student on search techniques. I also thought this transcript shows stellar adherence to the RHN protocols.
- I liked how this librarian navigated the constraints of not having access to the same databases as the student.
- The librarian was reassuring to the student and provided supportive feedback.
- I liked how this librarian provided students with a holistic approach to the topic: books and articles. Seems the student had not thought about books.
- The librarian did a good job questioning the student to really get at what they needed. I also thought it was smart of the librarian to encourage the student to visit the library.

Comments from judges about the winning transcripts

- Needed to do sleuth work,
- ...showed good follow through;
- did require a phone call to get the true answer -- nice work.
- librarian stayed in good contact with their "peeps" and I think all the patrons left really satisfied by the interactions

Winners

Kelli Herm (transcript ID 8402320)– Lansing CC
Suzanne Sawyer (transcript ID 8432960) from Lansing CC
Julia Frankosky (transcript ID 8162259) from Michigan State

Awards (\$25 gift cards) provided by

- Lansing Community College
- Michigan State University
- Northwestern Michigan College

Nominees

- Suzanne Sawyer, Lansing CC
- Lisa Klopfer, EMU
- Sarah Memmott, EMU
- Jim Ratliff, KVCC
- Kelli Herm, Lansing CC
- Carol, Oakland CC
- Christine Tobias, MSU
- Jeff, Oakland CC
- Kim Farley, Lansing CC
- Lidiya Prorochuk, Lansing CC
- Chuck Page, Lansing CC
- Kathryn Dunham, Kellogg CC
- Eric Owen, EMU
- Suzanne Bernsten, Lansing CC
- StacyOakland, Oakland CC
- Ami Ewald, Lansing CC
- Julia Frankosky, MSU
- Bojana Skarich, MSU
- Jill Morningstar, MSU
- Suzi Teghtmeyer, MSU
- Sandy McCarthy, WCC
- Bill Marino, EMU
- Kelly Frost, Kellogg CC
- Michelle Allen, MSU
- MollyEMU, EMU
- KarlLansing, Lansing CC
- Allison McFadden-Keesling, Oakland CC
- LynnWayne, Wayne County CC