

Instruction in Chat

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Instruction in Chat

- Policies & Practice
- Activity - examine transcripts and look for:
 - Patron openness to instruction
 - Librarian behaviors that facilitate or impede learning
- Taking it home

Policies

- [QuestionPoint 24/7 Best Practices](#)
 - Provide professional level search assistance: Provide context and instruction to the patron, rather than just sharing resources or merely sending web pages.
- RHN Training Manual
 - The goal in assisting academic students is not to give them a quick answer, but rather to assist them in using the resources available at their library so that they can do the research themselves.

Literature

- **Chat patrons** - most want librarians to teach them how to find information for themselves (Desai & Graves, 2008).
- **Librarians**
 - assume most chat patrons are looking for quick answers
 - also think patrons want to learn to search for themselves (Gronemyer & Deitering, 2009)

What actually happens

- We don't always instruct.
- Why?
- How do we decide when to teach?

Read Transcripts & Find Examples

1. Signals that the patron is open to instruction
2. Signals that the patron is not open to instruction
3. Librarian behaviors that facilitate learning
4. Librarian behaviors that impede learning

Taking It Home

- Review some of your own transcripts.
 - Ask a trusted peer to review your transcripts.
 - Your ideas?
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- We will email discussion notes and references.

References

- Desai, C. M., & Graves, S. J. (2008). Cyberspace or face-to-face: the teachable moment and changing reference mediums. *Reference & User Services Quarterly*, 47(3), 242–254. <http://blog.rusq.org/2010/01/03/cyberspace-or-face-to-face-the-teachable-moment-and-changing-reference-mediums/>
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