

## Report on RHN Best Transcript - 2014

Judging committee, Mary Beeker - Chair

- Elizabeth Walker, Spring Arbor University
- Cynthia Simpson, Lawrence Technological University
- Jeff Zachwieja, Oakland Community College

## Winners

- Ami Ewald (LCC)
- Bobby Smiley (MSU)
- [other two transcripts are Jane Lewandosky (St Clair CC) and Christine Tobias (MSU)]

## 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.