

# Service Quality: Tips and Reminders

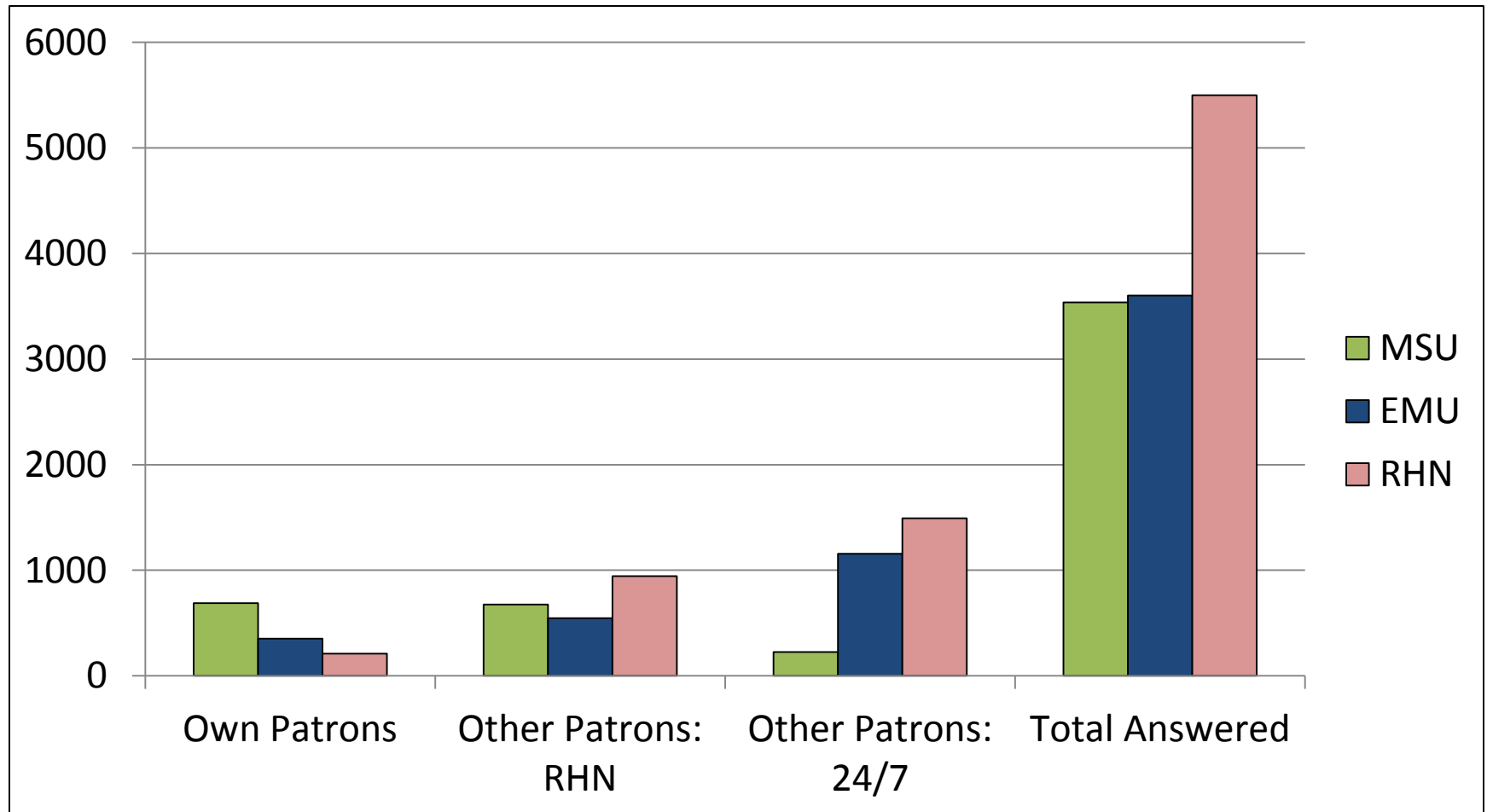


Christine Tobias

Research Help Now Annual Meeting

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# MSU vs. EMU Librarians Answering Patterns August 1, 2013 – March 31, 2014



# Resolution Codes

- *Answered*: Patron's question is answered; no further action needed. Appears in Library's Active Questions list.
- *Follow up by Patron's Library*: To have patron's library confirm information provided or to elaborate on an answer. This question will appear in the Library's Shared Followup list.
- *Follow Up by Me*: To provide additional information at a later time. Be sure to log on to QP and follow up in the "My Questions" section.
- *Lost Call*: Use *ONLY* if patron never responds after submitting initial question AND no email address is available. Note: *RARELY USED*.
- *Practice*: Use when testing chat or Qwidget in QP.

# Follow Up by Patron's Library vs. Answered

Thanks for your question. To make sure that I refer you to an appropriate website(s), is there a specific african-american document that you are looking for? Also, are you looking at finding biographical information for a specific individual?

Nobody specific, I just need to know where I can find a website with the information

Okay, let's first begin searching for information via your library's homepage. First go to [redacted] and at the top of the page on the left side click on Reference Desk. Next Click on Diversity Resources. Go ahead and do this and when you've completed these steps let me know so I can walk you through the remaining steps.

I'm there, thank you

You're welcome. Next click on Black Collegian. Off to the right is a link called ExtraCurricular. If you click on this, you'll see a link called African American History. Follow these steps and let me know if you were successful.

I found it

Great! Will the information listed help you with your assignment?

It definitely will, thank you so much!

Patron states that he/she is satisfied with the information received and does not need additional assistance, but...

Awesome! Is there anything else I can assist you with today?

That's all, thank you

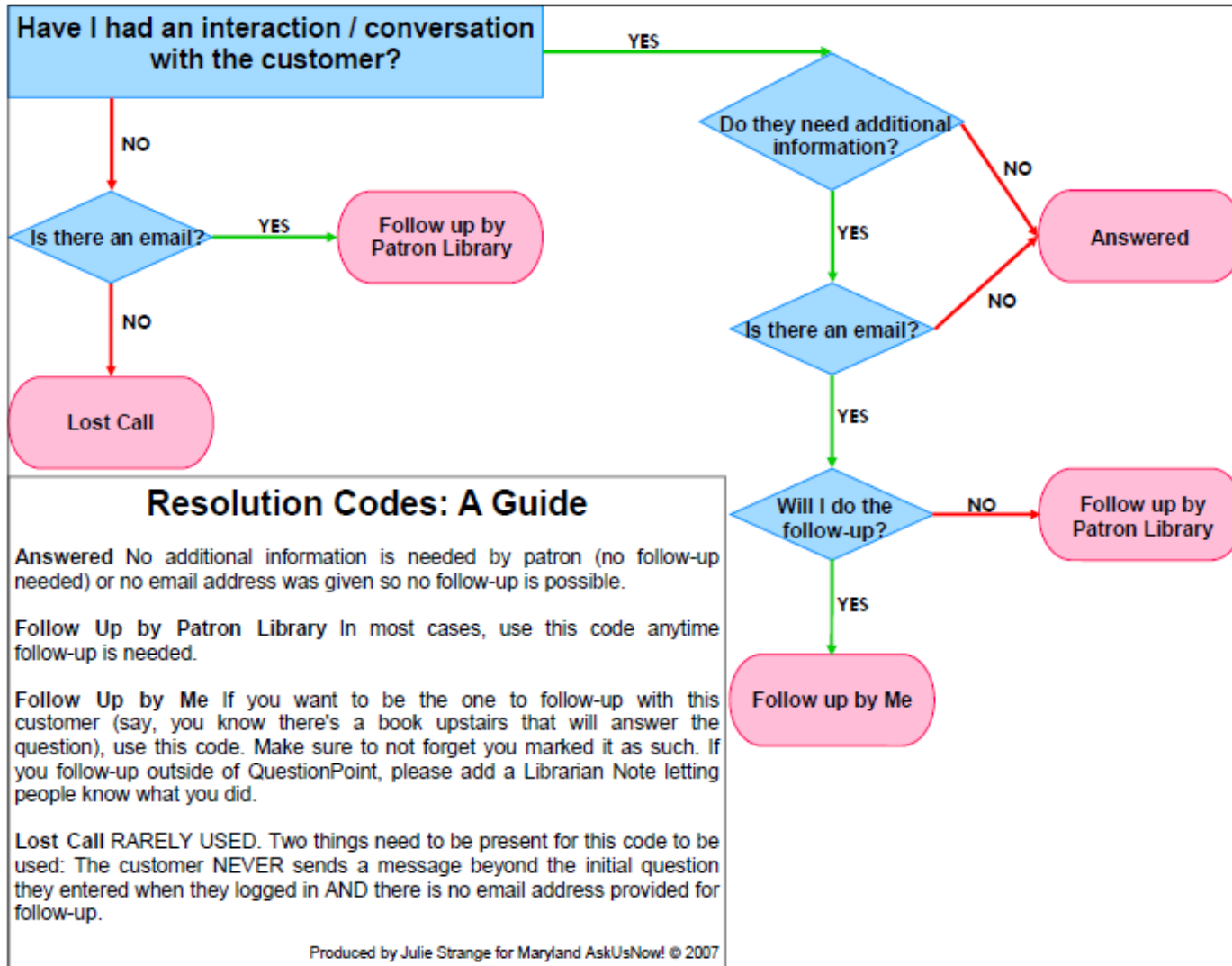
You are welcome and definitely feel free to use this service again if you need further assistance. When you are ready, please disconnect.

Patron ended chat session.

...Librarian marks the question, "Follow Up by Patron Library," rather than "Answered."

Note: Set Resolution: Followup By Patron's Library

# Resolution Codes Flow Chart



## Sorry, I Don't Have Access to Your Library's Databases...!

Librarian: *"I cannot search the database with you because I do not have an \*\*\* {library} logon,...."*

- Many libraries offer a guest log in to allow chat librarians access to their databases or discovery tool.
- Check Policy Page for guest/librarian login to library's databases. This information should be listed either in the *Database Access for Coop Librarians* OR *Guest Login/PIN for Coop Librarians* sections.
- If a guest log in is not available, check library's list of databases to see what's available and give patron a starting point for their research.
- If the patron's library and the librarian's library have the same databases, the librarian can log in on their end and "walk and talk" the patron through the search.

## Other Reported Service Quality Issues

- Adding Descriptive Codes to other libraries' sessions
  - “Since each library has its own understanding and use of the codes, please refrain from assigning any descriptive code to a session from another library.”
  - “Descriptive Codes vs. Resolution Codes” – *QuestionPoint: 24/7 Reference Services Blog* (<http://bit.ly/HF4AeT>)
- Confirming patron's institution and affiliation (i.e. – student, faculty, staff, retiree) and using the patron's library's resources to answer the question.
  - Use Info Tab in active chat session to view patron's information.
  - See page 16 of RHN VR Training Manual, Part I for more information.
- Thanking patron for using “our chat reference service” in closing script.
  - Due to the variety of service names in RHN and the 24/7 Cooperative, it is best to refer to the virtual reference service in generic terms.

# Damage Control

## Negative Surveys:

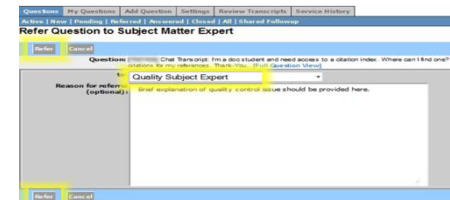
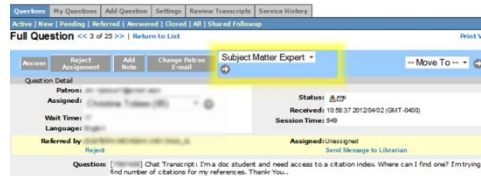
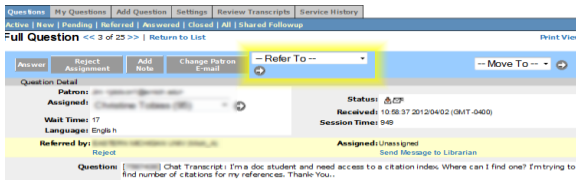
- Respond promptly to smooth things over with your patron whenever you receive negative feedback on a survey.

## Quality Control Issues with RHN Librarians:

- Send an email explanation with a copy of the transcript to the RHN Librarian's VR Manager. VR Manager will forward to RHN Quality Control Manager for response as appropriate.
- Refrain from reporting RHN Librarians to QP Quality Control unless the issue cannot be resolved otherwise.

## Report Question to QP Quality Control:

- Click on Question in Active Questions List.
- Click on the *Refer To* drop down menu.
- Select *Subject Matter Expert* and click on the gray arrow button.
- Select *Quality Subject Expert* in the drop-down menu.
- Describe the quality control issue in the *Reason for Referral* box.
- Click on either *Refer* button to send the question to QP Quality Control.





# Setting A Good Example

Full Question | [Return to List](#) [Print View](#)

Answer Reject Assignment Add Note Change Patron E-mail -- Refer To -- -- Move To --

Question Detail  
Patron: Anonymous Patron **No email address provided**  
Assigned: [redacted] Status: Unassigned  
Wait Time: 23 Received: 13:41:43 2012/01/13 (GMT-0500)  
Language: English Session Time: 454

Referred by: UNIV OF WEST GEORGIA Assigned: Unassigned  
[Reject](#) [Send Message to Librarian](#)

Question: [redacted] Qwidget: I'm a transfer student to UWG and my last university's library had small "offices" that students could rent for the semester to study in and so forth. Does UWG have something like this?  
Patron Institution: UNIV OF WEST GEORGIA  
Descriptive Codes: General Services  
Referrer: http://www.westga.edu/library/  
Browser/OS: Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_7\_2) AppleWebKit/534.52.7 (KHTML, like Gecko) Version/5.1.2 Safari/534.52.7  
Cobrowse: No

Question History

13:41:43 2012/01/13 (GMT-0500) Patron: Qwidget: I'm a trans fer student to UWG and my last univers ity's library had small "offices" that students could rent for the semester to study in and so forth. Does UWG have something like this ?

13:41:43 2012/01/13 (GMT-0500) Librarian 1: Note: Patron's screen name: Library Patron

13:42:06 2012/01/13 (GMT-0500) Librarian 1: [redacted] **Policy pages make it much easier to help patrons from other libraries.**

13:42:16 2012/01/13 (GMT-0500) Librarian 1: Hello! I'm [redacted] Although I'm not from your institution, I can assist you when your librarians are not available.

13:42:41 2012/01/13 (GMT-0500) Librarian 1: Hi! Let me look to see if I can find out if this service is available to you. I'll be right back!

13:42:52 2012/01/13 (GMT-0500) Patron: Thanks so much!

13:45:27 2012/01/13 (GMT-0500) Librarian 1: I'm not seeing anything about study rooms on the library's policies page, but I'm going to give them a quick phone call.

13:45:38 2012/01/13 (GMT-0500) Patron: Thank you **You may contact the other library if the information is not clearly presented on the Policy page. This extra step is often appreciated by the patron.**

13:47:31 2012/01/13 (GMT-0500) Librarian 1: Here's the scoop...there are 7 conference rooms available on the 2nd floor...

13:47:56 2012/01/13 (GMT-0500) Librarian 1: first come, first served basis...no reservation needed and you can call ahead to see if any are available...

13:48:10 2012/01/13 (GMT-0500) Patron: ok, I may be able to make that work. Thank you for your help!

13:48:13 2012/01/13 (GMT-0500) Librarian 1: To use a room, you will need to check out a key from the front desk.

13:48:34 2012/01/13 (GMT-0500) Librarian 1: You're welcome! Is there anything else I can help you with? Or are you all set? **Be sure to confirm that patron is satisfied with the answer provided. This will help determine which resolution code to use.**

13:48:56 2012/01/13 (GMT-0500) Patron: Nope, you've been very helpful! Have a wonderful day and weekend!

13:49:03 2012/01/13 (GMT-0500) Librarian 1: You, too!

13:49:09 2012/01/13 (GMT-0500) Librarian 1: Thank you for using our chat reference service. Please feel free to contact us again if you have more questions or need additional assistance.

13:49:10 2012/01/13 (GMT-0500) Patron: Patron ended chat session. **Use a generic service reference rather than the formal cooperative service name when thanking the patron for using the service.**

13:49:22 2012/01/13 (GMT-0500) Librarian 1: Note: Set Resolution: Answered

12:55:00 2012/04/06 (GMT-0400) Librarian 1: [redacted] **Since no email address was provided and patron is satisfied with the answer, Resolution Code = Answered.**

# Additional Training

QuestionPoint Training (including recorded webinars):

<http://www.oclc.org/support/training/portfolios/discovery/questionpoint.en.html>

RHN VR Training Manual: Part I

[http://www.researchhelpnow.org/documents/RHN\\_VRTrainingManual\\_Section1\\_Final.pdf](http://www.researchhelpnow.org/documents/RHN_VRTrainingManual_Section1_Final.pdf)

Username: librarian

Password: MichCC05

Virtual Reference Companion: A Guide for VR Coordinators and Librarians

<http://www.ala.org/rusa/vrc>

# Thank You!



Christine Tobias  
User Experience & Reference Librarian  
24/7 Chat/IM Reference Manager  
Quality Control Manager - RHN  
tobiasc@msu.edu  
517-884-0897