

2015 RHN Best Chat Transcript Contest

Judging Committee Members

Cynthia Simpson, Lawrence Technological University, Chair

Suzanne Bernsten, Lansing Community College

Scott Hanley, Eastern Michigan University

Chuck Page, Lansing Community College

Christine Tobias, Michigan State University

Elizabeth Walker, Spring Arbor University

Jeff Zachwieja, Oakland Community College

Seven members were on this year's committee; an increase of three new members from last year's committee of four.

Scoring Rubric

There were no changes in the rubric used in 2014 and 2015.

The rubric is worth a total of 14 points:

Opening/Tone- 3 points

Question- 4 points

Providing information and instruction- 4 points

Closing- 3 points

Judges have the option to not complete a section, or award half points.

The current rubric strongly favors reference interactions over directional questions. RHN Managers may wish to consider revising the rubric to address this issue, or change the parameters of the competition to include only reference

transactions. Additionally, judges mentioned they had subtracted points from the rubric as it scored the librarian greeting the patron by name. As the patron did not provide their name, the librarian could not use it. Librarians were penalized because of what the patron omitted.

Judging Process

53 transcripts were submitted by seven of the 13 participating libraries in our consortium:

- Eastern Michigan University (3)
- Lansing Community College (5)
- Lawrence Technological University (7)
- Michigan State University (22)
- Northwestern Michigan College (4)
- Oakland Community College (9)
- Washtenaw Community College (3)

Transcripts could be submitted from institutions for chats their Librarians answered, or from institutions for Librarians at other institutions who assisted their patrons.

Transcripts were submitted from institutions nominating some of this year's judges, who were from other institutions. Those transcripts were included for evaluation and batched to other judges from other institutions for scoring.

Transcripts were stripped of all identifying information, including email and IP address, links and names of participants and anonymized.

Transcripts were batched to judges via email.

Four judges evaluated and scored 18 transcripts.

Two judges evaluated and scored 17 transcripts.

Scoring period was roughly two weeks.

Each transcript was evaluated by two judges.

Statistics

2012 received 44 transcripts for judging

2013 no statistics available

2014 received 22 transcripts for judging

Choosing a Winning Transcript

Judges entered their rubric scores on an anonymous Google spreadsheet created by Suzanne Bernsten.

The Chair averaged scores for each transcript.

The highest scored transcript was selected as the winning transcript.

2015 had one winning transcript and three honorable mentions.

This Year's Winner

- Carol Benson, OCC, Royal Oak Campus Librarian

10199187, 13.5/14 score, transcript nominated by OCC

Reference interaction regarding open hours of academic libraries for an argumentative paper.

Honorable Mentions (3)

- Heidi Schroeder, MSU Librarian

9718748, 12.5/14 score, nominated by OCC

Research paper topic of homeschooling vs. public school

- Rachel Minkin, MSU Librarian

10226717, 12.5/14 score, nominated by LCC

Research paper topic of substance abuse as a disease not a weakness

- Eric Tans, MSU Librarian

9703277, 12.5/14 score, nominated by MSU

Remote access and cookies issue (directional chat)

Sponsors

Northwestern Michigan College- \$25 Amazon gift card for the winning transcript

Michigan State University- Three \$5 Starbucks gift cards for the honorable mentions

Lawrence Technological University- Goodie bags for each honoree

Respectfully Submitted,

Cynthia Simpson, MLIS

2015 RHN Best Transcript Contest Chair