

2016 RHN Best Chat Transcript Contest

Judging Committee Members

Cynthia Simpson, Lawrence Technological University, Chair

Stacy Charlesbois, Oakland Community College

Rachel Minkin, Michigan State University

Elizabeth Pepper, Eastern Michigan University

Jim Ratliff, Kalamazoo Valley Community College

Elizabeth Walker, Spring Arbor University

Six members were on this year's committee; a decrease from last year's committee of seven.

Changes for 2016

Institutions were allowed to submit a maximum of 5 transcripts

2016's contest focused solely on reference transcripts

Greeting the patron by name was removed from the rubric

Scoring Rubric

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 score a category, or to award half points.

Judging Process

23 transcripts were submitted by six of the 13 participating libraries in our consortium:

Eastern Michigan University (3)

Kellogg Community College (4)

Lawrence Technological University (4)

Michigan State University (3)

Northwestern Michigan College (4)

Oakland Community College (5)

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

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

Transcripts were batched to judges via email.

Four judges evaluated and scored nine transcripts.

One judge evaluated and scored ten transcripts.

Each transcript was evaluated by two judges.

Scoring period was roughly two weeks.

Statistics

2011 - 23 transcripts

2012 - 44 transcripts

2013 - Unknown

2014 - 22 transcripts

2015 - 53 transcripts

2016 - 23 transcripts (Institutions limited to a maximum of five submissions)

Choosing a Winning Transcript

Judges scanned their completed rubrics to the Chair.

The Chair averaged scores for each transcript.

The highest scored transcript was selected as the winning transcript.

2016 had one winning transcript and four honorable mention transcripts from three librarians.

This Year's Winner

Joelle Hannert, Northwestern Michigan College

11000917, 13/14 score, *nominated by NMC*

Topic of the chat was assisting an MSU patron to find research on stereotypes/assumptions being incorrect

Nominator: "Librarian displayed a professional but very friendly, encouraging manner. She instructed by stepping the patron through a good search process. When the student had difficulties, the librarian quickly used another tool to point to the correct link on the result."

Judge: "Very well done. Librarian sent a screen shot to illustrate."

Honorable Mentions (3 Librarians, 4 Transcripts)

Kelly Frost, Kellogg Community College

10946493, 12.75/14 score, *nominated by KCC*

Assisted a St. Clair County Community College student to find an article on fast food nutrition

The nominator for 10946493 had this to say, "clarifies the question, friendly attitude, gives good direction to student on how to find the resources, asks open ended questions, helps with search terms, clear and concise directions."

11176141, 12.75/14 score, *nominated by NMC*

Assisted an NMC student on research regarding housing expenses in tourist towns

The nominator for 11176141 stated that the “Librarian did a great job demonstrating search skills, and gradually increased the complexity (i.e. subject searching) when it became necessary to find results.”

Christine Tobias, Michigan State University

10867333, 12.5/14 score, *nominated by EMU*

Assisted an EMU student to find a scholarly journal article for a communications ethics class

The nominator for 10867333 stated “Christine engaged with the patron in a friendly and positive way, helped the patron navigate the steps of an assignment, and prompted the patron to (hopefully) learn during the process.”

Jennifer Fiero, Jackson Community College

10785756, 12/14 score, *nominated by MSU*

Assisted an MSU student to find articles for their statistics class

Jennifer did a very nice job to clarify a complicated patron statement regarding experimental and/or quasi-experimental approaches related to patient self-harm. She asked what search terms and databases the patron had tried. She suggested using a database where the patron was familiar with the search infrastructure to keep their frustration low. The chat had an encouraging and friendly tone.

Sponsors

Michigan State University-

One \$25 Amazon gift card for the Best Chat Transcript winner

Three \$10 Starbucks gift cards for the Honorable Mentions

Respectfully Submitted,

Cynthia Simpson, MLIS

2016 RHN Best Transcript Contest Chair