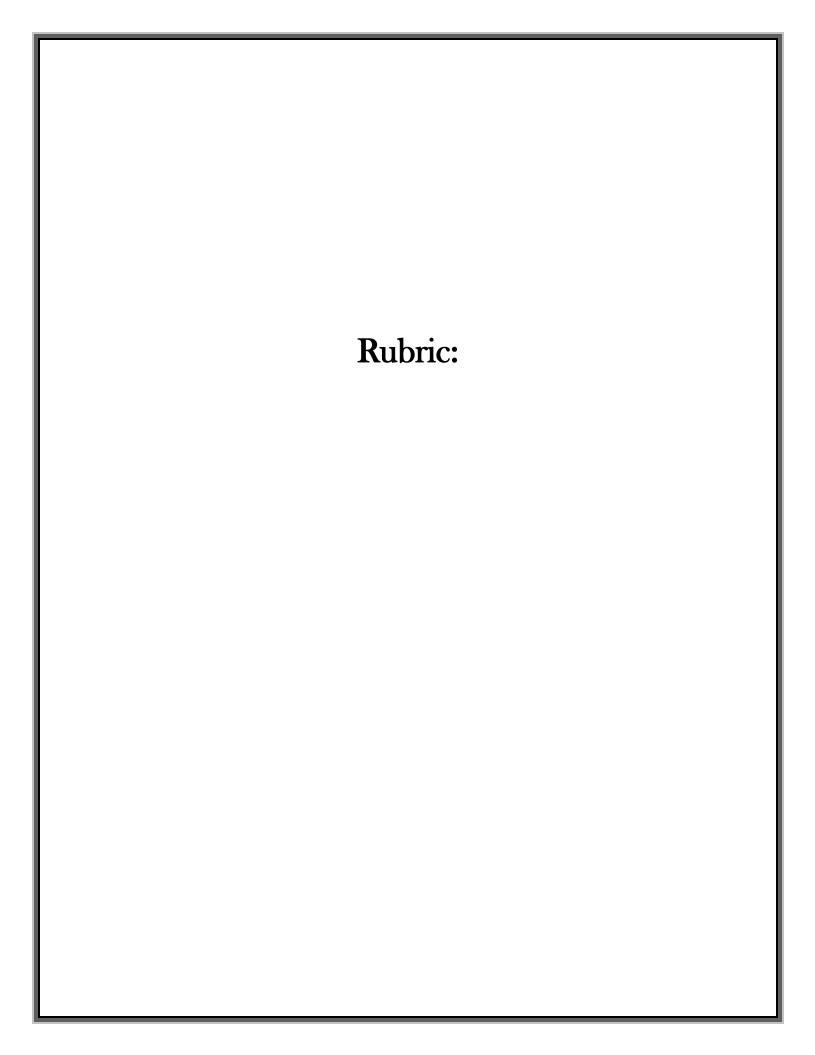
# 2018 Best Chat Transcript Awards

## Michigan Academic Group

#### Committee:

Tanya Davidson, MC
Jim Ratliff, KVCC
Christine Tobias, MSU
Elizabeth Walker, SAU (chair)



#### **RHN Best Chat Transcript Rubric – 2018**

Transcript #:		
Total Points:	(14 points maximum)	**

Librarian greeted user professionally and courteously.  Librarian used friendly tone and also responded to patron's cues (reassuring when student expressed panic, or using simple language with someone whose first language is not English).  Librarian avoided or explained library jargon.  Question - 4 Points  Librarian restated or clarified the question.  Librarian asked/confirmed what resources user had already checked.  Librarian engaged with patron, waiting to see responses to questions before moving forward.  Librarian kept user informed of his/her progress and responded often.	
student expressed panic, or using simple language with someone whose first language is not English).  3 Librarian avoided or explained library jargon.  Question - 4 Points  1 Librarian restated or clarified the question.  2 Librarian asked/confirmed what resources user had already checked.  3 Librarian engaged with patron, waiting to see responses to questions before moving forward.	
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3 Librarian engaged with patron, waiting to see responses to questions before moving forward.	
moving forward.	
4 Librarian kept user informed of his/her progress and responded often.	
Providing Information / Instruction - 4 Points	
1 Librarian used/suggested appropriate information resources to answer the question and address the user's needs.	
2 Librarian provided step-by-step instruction and or helpful tips to answer user's question.	
3 Librarian responses and explanations were clear and easy to read.	
4 Librarian asked if the user needed/wanted more information or help.	
Closing - 3 Points	
Librarian asked if the user was satisfied with the information or instruction provided.	
2 Librarian asked if the user had any other questions.	
3 Librarian thanked the user and encouraged him/her to use the service again.	

<sup>\*\*</sup> Each transcript can receive a max of 14 points (1 point for each criteria). You are welcome to award half points if you feel the librarian only partially met the criteria. If the librarian did not meet the criteria, award 0 points. \*\*

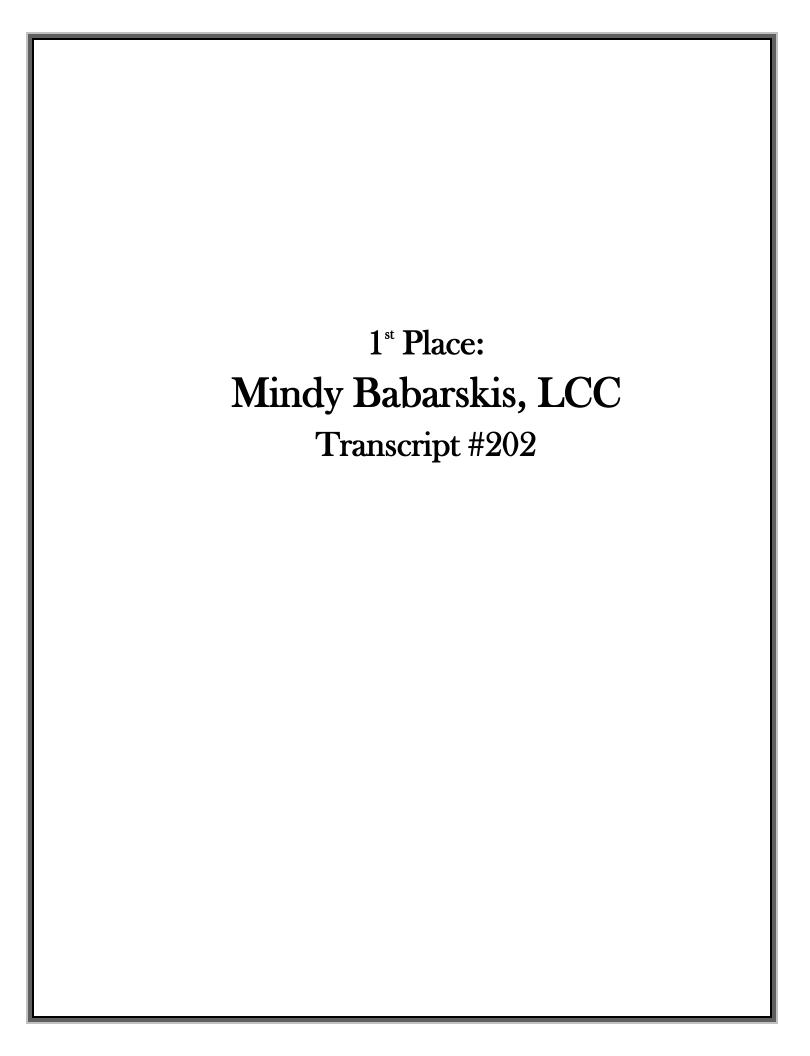
**Additional Notes:** 

### Criteria:

- Must be a reference/research transaction
- No more than 5 submissions per institution

#### **Process:**

- Transcripts were anonymized by chair; distributed so that no one was judging a transcript from his/her own institution.
- Each transcript was scored 2x; each judge scored 16 transcripts
- Scores submitted to chair via a Google
   Form that matched the rubric
- Chair averaged each transcripts scores to determine winner(s)



Transcript 202 1

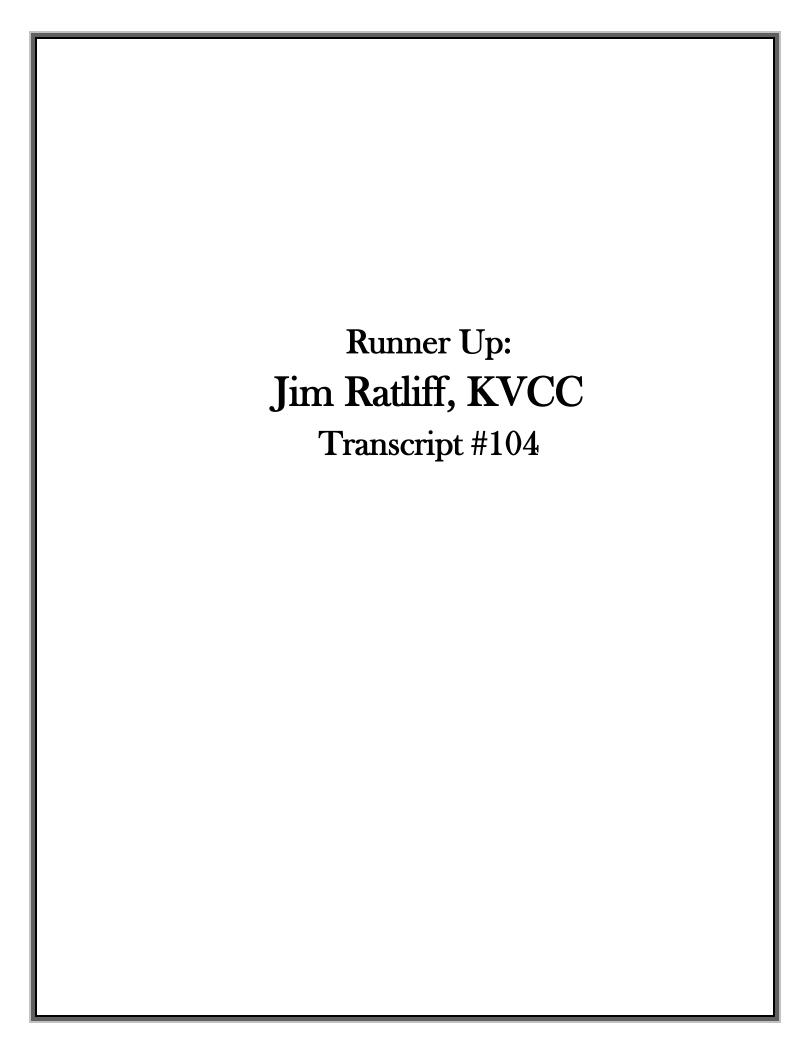
14:38PM 42338213080632662898981687@web.refchatter.net Hi, I am trying to find a peer reviewed journal for my sociology project and I can't seem to find anything 14:38PM 42338213080632662898981687@web.refchatter.net \*STUDENT NAME\* \*STUDENT EMAIL\* Hello, my name is \*LIBRARIAN NAME\* and I'm a 14:38PM \*SCHOOL NAME\* Librarian. How can I help you today? 14:38PM 42338213080632662898981687@web.refchatter.net Hi, I am trying to find a peer reviewed journal for my sociology project and I can't seem to find anything Ok well lets see how we can find one! 14:39PM 14:39PM Are you at the \*SCHOOL NAME\* library homepage? https:// \*SCHOOL RESOURCE\* 14:39PM 42338213080632662898981687@web.refchatter.net yes 14:40PM Alright go ahead and click on Research Guides in the middle box on the page 14:40PM then click on sociology 14:40PM 42338213080632662898981687@web.refchatter.net okay 14:40PM 42338213080632662898981687@web.refchatter.net Im there 14:40PM awesome! 14:41PM now click on \*RESOURCE NAME\* under Recommended Databases 14:41PM Do you have a topic you are interested in learning about? 14:42PM 42338213080632662898981687@web.refchatter.net Yeah we have to find a meme and find a journal to either prove it is correct or incorrect Do you have a specific meme in mind? 14:43PM 42338213080632662898981687@web.refchatter.net Yeah it won't let me put it in the chat but its "I don't always get a flu shot but when I do I get the flu" and im trying to prove it wring 14:44PM so you're looking into the fact that getting the flu shot helps you avoid the flu? 14:44PM 42338213080632662898981687@web.refchatter.net ves 14:45PM Cool! So let's try searching for articles using the keywords of that idea. If you could sum up your search in 3 words or less what would those words be? 14:46PM 42338213080632662898981687@web.refchatter.net Okay 14:47PM 42338213080632662898981687@web.refchatter.net yes 14:47PM 42338213080632662898981687@web.refchatter.net Sorry I totally read that wrong 14:47PM oh no worries 14:48PM 42338213080632662898981687@web.refchatter.net Im not sure maybe "flu shot causes flu"???? 14:49PM you know we should probably use the full name of flu, influenza 14:49PM 42338213080632662898981687@web.refchatter.net Thats a good idea 14:50PM we may want to try vaccine instead of shot too 14:50PM 42338213080632662898981687@web.refchatter.net Thats probably why I wasn't getting anything 14:51PM That could be why

Transcript 202 2

	•	
14:51PM	you will also want to check the full text and peer reviewed	
boxes	•	
14:52PM	this will make sure that you are bringing up only scholarly	
	re always in scholarly journals) and full text means you will get	
full articles		
	lets try a search together and then refine it from there	
14:53PM 4233821308063266289	98981687@web.refchatter.net okay so "Influenza vaccine	
prevents" Sickness or the	gflu or influenza?	
14:53PM	Let's try doing a search that looks like this: "influenza vaccine"	
AND prevention		
14:54PM	the quotes makes sure the database brings up articles where	
those two words are right next to	each other	
	98981687@web.refchatter.net okay should I change anything	
else before I search?	, , ,	
14:55PM	I think that should give you a good search	
14:55PM	lets see what happens and we can always change it	
14:56PM	I forgot to mention that the AND just tells the database that	
	both of the words you've typed in and if one of those is not there	
you don't want it	<b>31</b>	
	98981687@web.refchatter.net Im not really getting anything on	
	t getting how it effects different cultures and the rule they have	
14:58PM	hmm interesting	
14:59PM	lets try changing the search to "influenza vaccine" AND illness	
prevention	1 to 15 try changing the source to minute and the control of the c	
14:59PM	Do you like that search phrase or do you want to narrow it to	
influenza prevention	20 you mie mae sourch phrase of ao you want to harrow it to	
14:59PM	?	
	98981687@web.refchatter.net No I think its good I just don't	
think there is a lot on just the pre-		
	98981687@web.refchatter.net maybe I should change it	
	98981687@web.refchatter.net to something easier to find	
15:01PM	Let's try a different database instead	
	98981687@web.refchatter.net okay	
15:02PM	I know theres a lot out there on prevention of illness from	
vaccines, I just think this may no		
15:02PM	go back to the sociology research guide we started at	
15:03PM	and click *RESOURCE NAME* under need a topic? box	
	=	
15:04PM	98981687@web.refchatter.net okay im there	
15:04PM	wonderful now lets just start with influenza vaccine in the search box	
15:04PM	this database gives you the pro and con arguments for different	
issues		
15:05PM once we've searched that go ahead and click on academic		
journals on the right hand side under everything 15:06PM 42338213080632662898981687@web.refchatter.net okay		
	· · · · · · · · · · · · · · · · · · ·	
15:06PM	Are there any articles that look good	

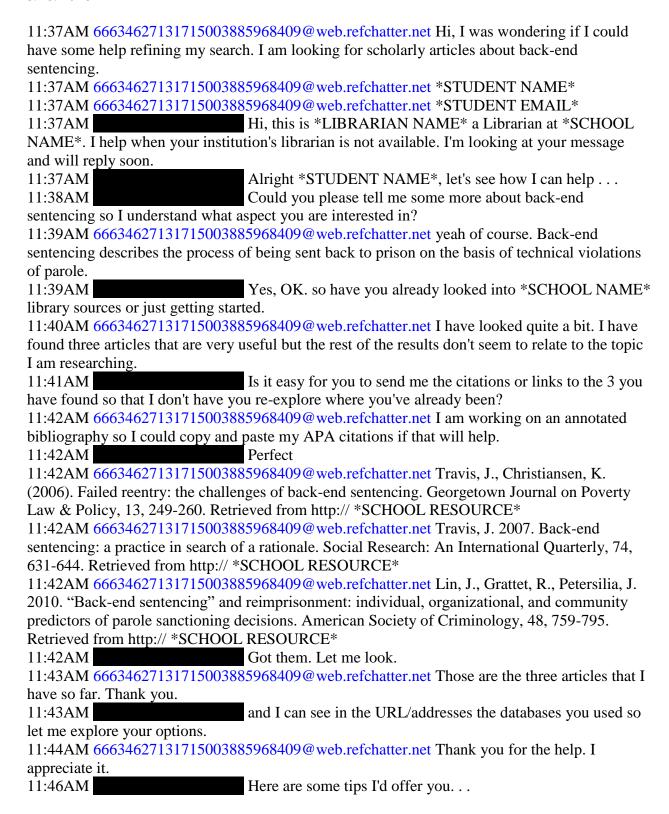
Transcript 202 3

15:09PM 4233821308063266289	8981687@web.refchatter.net Not really. there all about
preparing next years influenza pa	ndemic and will the vaccines be available
15:10PM	Let's try search Influenza vaccine AND prevention in the
search bar and then clicking on ac	cademic journals on the right hand side under everything
15:11PM	I found 2 articles and one of them looks fairly promising, let
me know what you think	
15:14PM 4233821308063266289	8981687@web.refchatter.net one second I will read them
15:14PM	Sounds good
15:18PM 4233821308063266289	8981687@web.refchatter.net Yeah I think one of these will
work	
15:19PM	Wonderful! If you change your mind, please feel free to
contact us again on ask a librarian	and we will help you find that article
15:19PM 4233821308063266289	8981687@web.refchatter.net okay thank you for your help
15:19PM	Do you want me to send you the transcript from this chat?
15:20PM 4233821308063266289	8981687@web.refchatter.net no thats okay
15:20PM	You're welcome! I'm sorry this was a tricky one! If you want
to try a different database I also re	ecommend Academic OneFile. Its on the sociology guide under
the recommended databases too	
15:21PM	There's other helpful resources in the guide (search tips and
citation help, etc) so feel free to u	se that as a resource
15:21PM	Do you have any other questions for me?
15:22PM 4233821308063266289	8981687@web.refchatter.net nope that was it thanks again
15:22PM	You're welcome and thanks for contacting me through ask a
librarian	



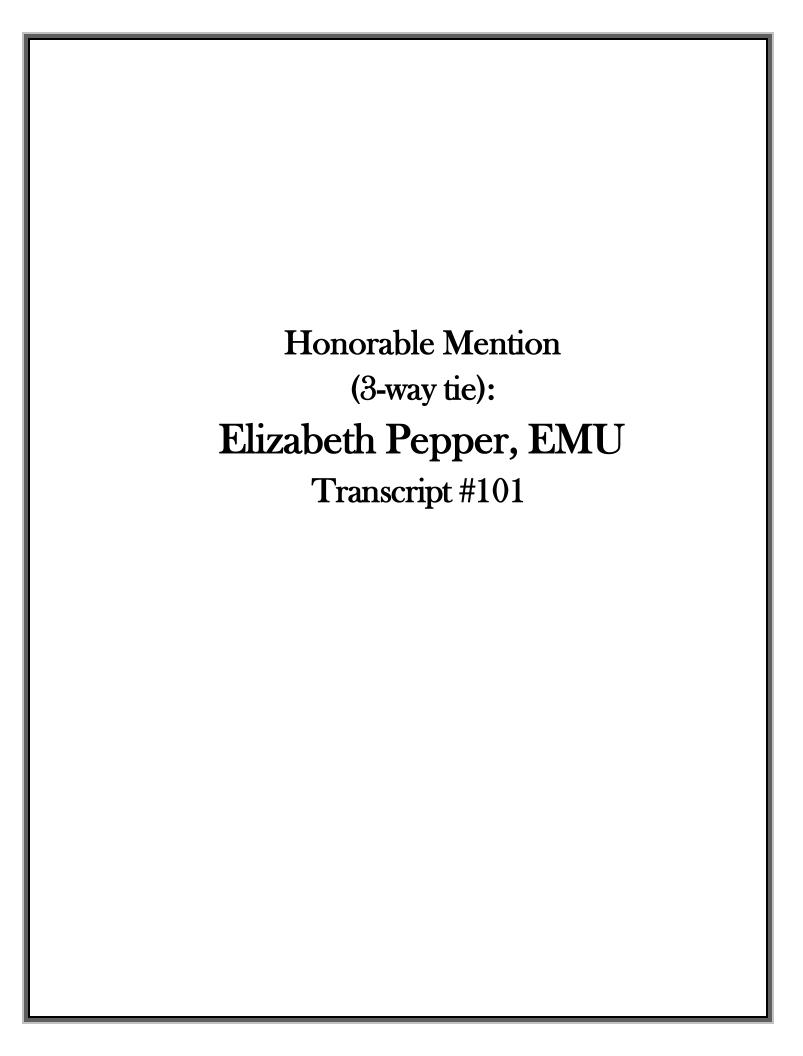
Transcript 104

3/15/2018



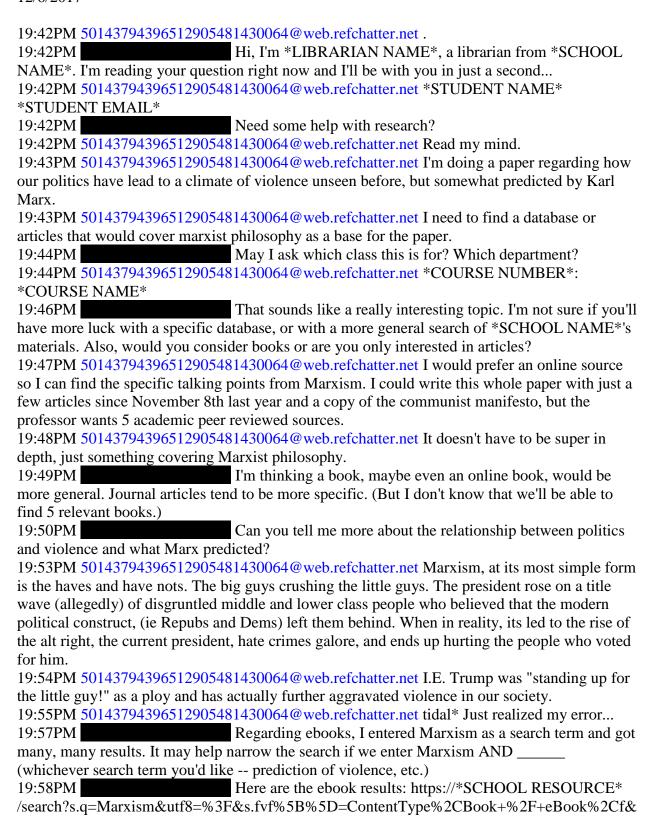
Transcript 104 2

The J. Travis article is widely cited by several sources. In that
Travis report, there are several see-also/reference notes at the bottom of the article. That would
be a place to find older references. Also,
*SCHOOL NAME*'s library has access to ebooks and print
books on this subject.
11:49AM You can search for "Back-end sentencing" on the *SCHOOL
NAME* Library search page and choose the e-books and books option to find those.
11:49AM Can you open this link to the J. Travis article? https://
*SCHOOL RESOURCE*
11:50AM 66634627131715003885968409@web.refchatter.net No I would have to log into the
institution that you work at but I have the articles printed out in front of me.
11:51AM Ok, the reason I sent the link is that when you are in some of
the library databases
there might be links to "Related Items" and also links to the
citations that the article used AND MORE IMPORTANTLY, future research that cited the
article you have in front of you.
11:52AM Let me send a screen shot of what I mean
11:52AM 66634627131715003885968409@web.refchatter.net Thank you.
11:54AM Let me know if you can open that .pdf
11:54AM <u>6663462713171500388</u> 5968409@web.refchatter.net yes I can.
11:54AM Look on the right hand side where it shows options for
11:54AM Cited by (9) Documents with shared references (2050)
11:55AM 66634627131715003885968409@web.refchatter.net Oh, okay awesome! I will look in
there for more sources.
Also search "parole violation" as another search term.
11:56AM <u>6663462713171500388</u> 5968409@web.refchatter.net Okay, thank you.
11:56AM Lastly, if you are not already familiar
*SCHOOL NAME*'s Librarian *LIBRARIAN NAME* have
created a page on Criminology Resources
11:58AM https:// SCHOOL LIBGUIDE*
Take a look at that page and perhaps contact her if you want
expert local help at *SCHOOL NAME*.
11:58AM Anything else I can help with at this time?
11:59AM 66634627131715003885968409@web.refchatter.net Awesome, thank you. That is
everything I can think of for now. Thanks. Can you send a transcript of the chat so I can look
back at it in case I forget some of your advice?
11:59AM Transcript sent to *STUDENT EMAIL*
12:00PM 66634627131715003885968409@web.refchatter.net Yes, thank you!
12:00PM You are welcome! Thank you for using this chat service.
Please visit us again, *STUDENT NAME*. Best regards on your studies.



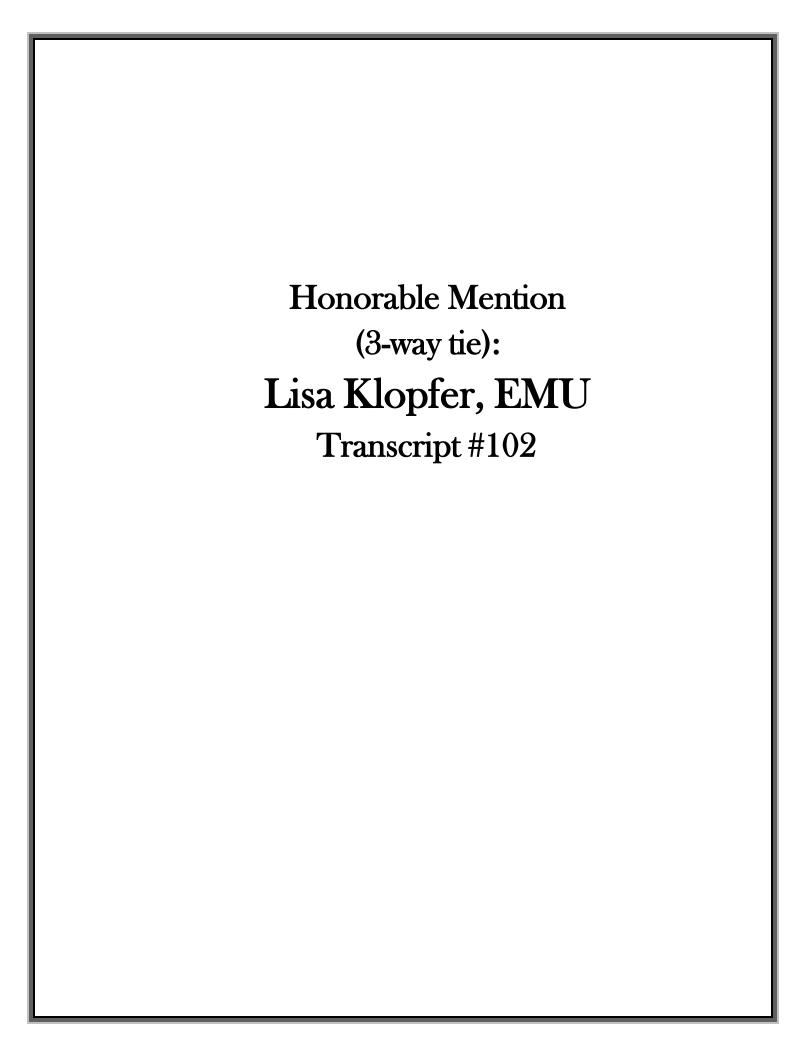
Transcript 101 1

12/6/2017



Transcript 101 2

spellcheck=true&keep r=true#!/search?ho=t&fvf=IsFullText.true.f%7CLanguage.English.f&l=e n&q=Marxism 20:02PM For the articles, I searched Marxist philosophy AND politics AND violence. These are the results: https:// \*SCHOOL RESOURCE\* /advanced#!/search?ho=t&fvf=ContentType,Journal%20Article,f%7CIsPeerReviewed,true,f%7 CContentType,Newspaper%20Article,t%7CContentType,Book%20Review,t%7CContentType, Dissertation,t%7CIsScholarly,true,f%7CLanguage,English,f&l=en&q=(Marxist%20philosophy) %20AND%20(politics)%20AND%20(violence) 20:04PM 50143794396512905481430064@web.refchatter.net I found two articles that I could definitely use to establish the current economic and political climate that we are in. 20:05PM 50143794396512905481430064@web.refchatter.net It is quite a lot of digging. Lots of open tabs. 20:05PM Right, right. Sometimes it's easier if there are fewer results. 20:06PM 50143794396512905481430064@web.refchatter.net I'm at four solid results that I could work with for the paper. 20:07PM Fantastic! Do you have the information you need for now, or is there something else I can do? 20:07PM 50143794396512905481430064@web.refchatter.net I think I can find the last one from here. 20:07PM 50143794396512905481430064@web.refchatter.net You are absolutely awesome at your job. God bless you, and have a great rest of your night! Thank you for the compliment and for using our service --20:08PM please visit us again if you have further questions! 20:08PM 50143794396512905481430064@web.refchatter.net Will do. 20:08PM good night. 20:08PM 50143794396512905481430064@web.refchatter.net Good night.

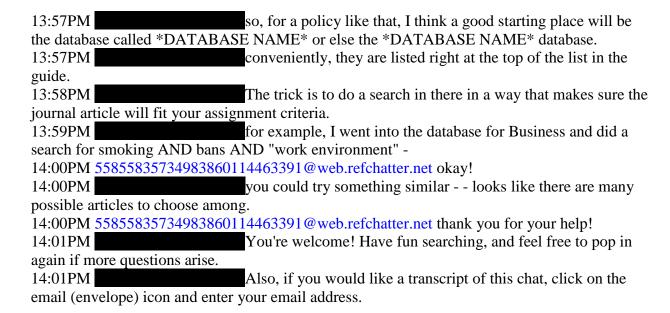


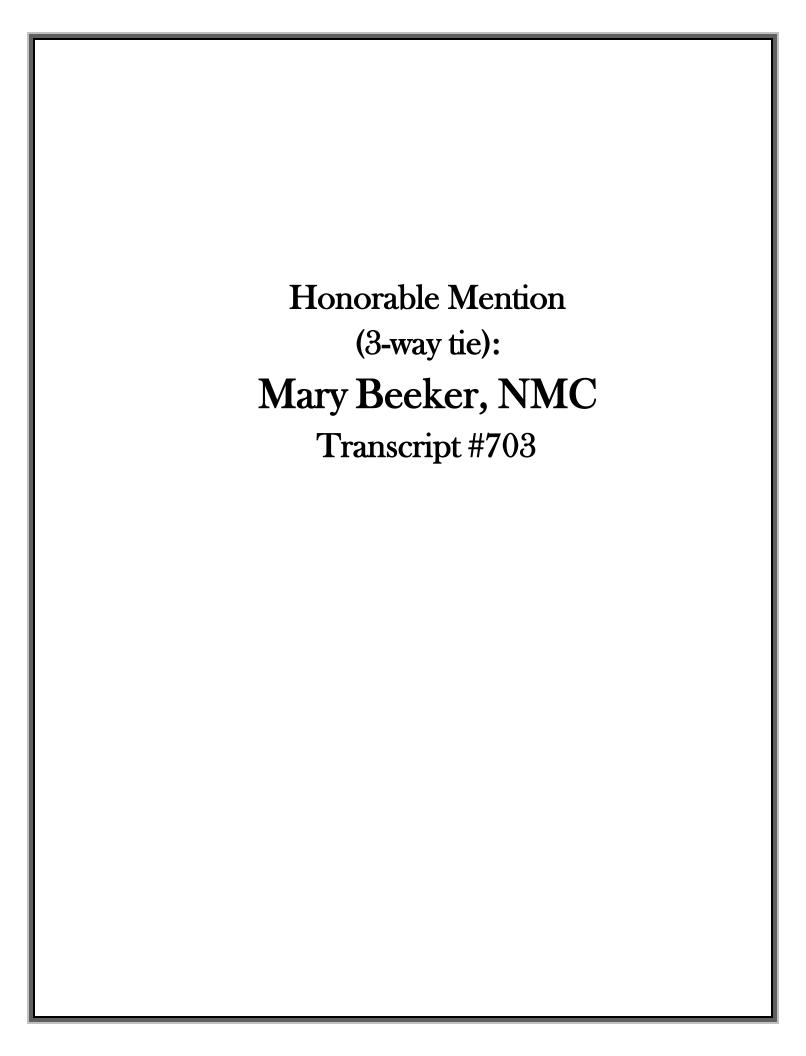
Transcript 102 1

3/5/2018

```
13:47PM 55855835734983860114463391@web.refchatter.net Hello. I have an assignment and i
have to "Each student will select either a journal article based on health policy or a proposed or
enacted law" I am not sure where the best database or journal title is for this assignment
13:47PM
                               Welcome, I'm *LIBRARIAN NAME*, a librarian at
*SCHOOL NAME*.
13:47PM
                               I'd be glad to help.
13:47PM 55855835734983860114463391@web.refchatter.net *STUDENT NAME*.
*STUDENT EMAIL*
13:48PM
                               Thanks, *STUDENT NAME*. Could you let me know, what
class this is for -- nursing?
13:48PM 55855835734983860114463391@web.refchatter.net *COURSE NUMBER*, health
admin major
13:48PM
                               ok, thanks!
13:48PM
                               so, I'm going to suggest that we start with a library guide, one
moment...
13:50PM
                               *SCHOOL RESOURCE* this isn't for your class, but it will
help point us in the right direction.
13:50PM 55855835734983860114463391@web.refchatter.net thank you!
13:50PM
                         so, in that guide, there's a tab for articles, and it will suggest
some starting places.
13:51PM
                               in order to figure out which one, though, I need a little more
info - - are you working on a particular health policy or law, or are you supposed to discover
one?
13:52PM 55855835734983860114463391@web.refchatter.net we are supposed to just find one
and write a 2 page summary on it
13:52PM 55855835734983860114463391@web.refchatter.net this is the assignment description
13:52PM 55855835734983860114463391@web.refchatter.net Heath Policy Analysis – 10%
Each student will select either a journal article based on health policy or a proposed or enacted
law and provide a double-spaced 1-1\frac{1}{2} page summary of it. A copy of the journal article or
piece of legislation must be submitted along with the summary. If it does not, the assignment will
be unacceptable and the student will receive a 0 for the assignment.
13:53PM
                         I see - so you have to find an article and summarize it. Do you
have a topic you're thinking about already?
13:54PM 55855835734983860114463391@web.refchatter.net it has to be on health policy
13:54PM 55855835734983860114463391@web.refchatter.net but no i dont have an idea yet
13:54PM
                               ok, so you don't have a policy in mind at all?
13:54PM 55855835734983860114463391@web.refchatter.net no lol
13:55PM
                               :-) ok!
                               well, we can think about some possible policies, or use the
13:56PM
internet to help come up with some ideas.
13:56PM 55855835734983860114463391@web.refchatter.net im googling some right now!
13:56PM 55855835734983860114463391@web.refchatter.net what about this Policies
prohibiting tobacco and alcohol use at the workplace.
13:57PM
                               ok! that sounds workable!
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Transcript 102 2





Transcript 703

14:53PM 39554935762685009718149121@web.refchatter.net Hi i need to research leadership skills where do i start? 14:54PM Hi, this is \*LIBRARIAN NAME\* from \*SCHOOL NAME\*. 14:54PM 39554935762685009718149121@web.refchatter.net \*STUDENT NAME\* 14:54PM 39554935762685009718149121@web.refchatter.net \*STUDENT EMAIL\* 14:54PM 39554935762685009718149121@web.refchatter.net hello 14:54PM 39554935762685009718149121@web.refchatter.net nice to meet you 14:54PM I can help you with your research. 14:54PM Thanks you too! Can you tell me a little more about what you are looking for? 14:55PM 14:55PM 39554935762685009718149121@web.refchatter.net great thank you i feel like i have had a hard time finding research for my leadership class 14:55PM 39554935762685009718149121@web.refchatter.net we have to do research on important skills in leaders 14:55PM OK, and has the instructor recommended any resources for you? 14:56PM 39554935762685009718149121@web.refchatter.net no 14:56PM 39554935762685009718149121@web.refchatter.net we have the book but it doesnt really mention any 14:56PM OK, please give me a couple minutes to see what resources you have at your library. 14:56PM 39554935762685009718149121@web.refchatter.net ok great thank you 14:57PM While I do that, can you tell me about what you're studying in leadership? 14:58PM 39554935762685009718149121@web.refchatter.net Im a nurse practitioner student and we are studying leadership skills and what makes a great leader 15:00PM OK, hasve you done any readings? 15:00PM \*have 15:00PM 39554935762685009718149121@web.refchatter.net yes I'm looking at your library's catalog right now and your library has some great ebooks on leadership in nursing... 15:03PM 39554935762685009718149121@web.refchatter.net how do i access those 15:03PM So you do have some resources available to you. Can you help me understand what you're looking for? 15:03PM 39554935762685009718149121@web.refchatter.net i feel like whenever i am research i get alot of articles that aren ot relevant 15:03PM 39554935762685009718149121@web.refchatter.net we have to list a set of leadership skills and define them 15:04PM 39554935762685009718149121@web.refchatter.net why that would make a good leader OK, are you on the library's website? Or in a database now? 15:04PM 39554935762685009718149121@web.refchatter.net yes Under the "search" button in that horizontal menu... 15:05PM Pull down and select "articles" 15:05PM 15:05PM 39554935762685009718149121@web.refchatter.net ok Have you been directed to this page before? 15:06PM 39554935762685009718149121@web.refchatter.net yes i have been i just dont know if im searching the wrong terms or if i am searching the wrong database What database are you in? 15:06PM 39554935762685009718149121@web.refchatter.net i did the \*STYLIZED FEDERATED SEARCH TOOL\* search

Transcript 703 2

15:07PM OK, and what search terms did you use?
15:07PM 39554935762685009718149121@web.refchatter.net leadership qualities
15:07PM And were there good results?
15:08PM 39554935762685009718149121@web.refchatter.net no i didnt find anything that i really
could use
15:08PM What types of sources can you use?
15:08PM 39554935762685009718149121@web.refchatter.net anything she said just other resources
15:08PM 39554935762685009718149121@web.refchatter.net i feel like its alot of research studies
when i think i need just more information
15:09PM 39554935762685009718149121@web.refchatter.net like list of leader qualities and why they
make a good leader
15:09PM If you imagine the perfect resource, what would it be?
15:10PM 39554935762685009718149121@web.refchatter.net i would think a book that has a list of
leadership qualities in it or that would talk about what makes a good leader
15:11PM Thanks. would it be about nursing leadership?
15:11PM 39554935762685009718149121@web.refchatter.net i dont think it has to be about nursing
specifically
15:12PM OK, thanks. I'm going to take you back to the *LIBRARY NAME* website
15:12PM Here's the link in case you need it: *LIBRARY HOMEPAGE URL*
15:12PM We'll find some good leadership books
15:14PM 39554935762685009718149121@web.refchatter.net ok thank you\
15:14PM 39554935762685009718149121@web.refchatter.net i wasnt sure how to search for books in
the database
15:14PM 39554935762685009718149121@web.refchatter.net i dont think i necessarily need research
studies
15:14PM Great. From the "search" pull down to select Books & More"
15:15PM Exactly - you'll find more practical (easier to read) material in book
15:16PM 39554935762685009718149121@web.refchatter.net yes
15:16PM 39554935762685009718149121@web.refchatter.net ok
15:16PM In the search box just type in what you did before
15:17PM 39554935762685009718149121@web.refchatter.net ok
15:17PM leadership qualities
15:17PM One ebook that looked good to me was "The intangibles of leadership
[electronic resource] : the 10 qualities of superior executive perform "
15:18PM Do you see that?
15:18PM Or do you see other books that look useful?
15:18PM 39554935762685009718149121@web.refchatter.net yes i see that one
15:18PM 39554935762685009718149121@web.refchatter.net yes thank you so much
15:19PM 39554935762685009718149121@web.refchatter.net i think just having books is much easier
then research articles
15:19PM 39554935762685009718149121@web.refchatter.net because i wasnt really looking for
research
15:19PM You're welcome. Can I also show you one other search?
15:19PM 39554935762685009718149121@web.refchatter.net yes
15:19PM 39554935762685009718149121@web.refchatter.net please
15:19PM Yes, the research is good when you need scientific or best opractice clinical
information OK
15:19PM OK

Transcript 703 3

15:20PM 39554935762685009718149121@web.refchatter.net yes		
15:20PM	At the top of the search page, you'll see a box that says KETWORD	
15:20PM	KEYWORD	
15:20PM <u>395549357626850</u>	009718149121@web.refchatter.net yes	
15:21PM	You can pull down and select SUBJECT then do a search on just the word	
leadership	_	
15:21PM	That will give you a lot more results.	
15:22PM 395549357626850	009718149121@web.refchatter.net ohhhh ok	
15:22PM 395549357626850	009718149121@web.refchatter.net i see what you mean	
15:22PM <u>395549357626850</u>	009718149121@web.refchatter.net that makes sense	
15:22PM	Great! So, do you think you can find some good resources from here?	
	009718149121@web.refchatter.net yes i do thank you so muxh for your help	
15:22PM <u>395549357626850</u>	009718149121@web.refchatter.net i really really appreciate it	
15:22PM	You can just play around and when you're not finding anything, just chat	
with us!	_	
15:22PM	You're welcome	
15:23PM	Is there anything else I can help you with?	
15:23PM 39554935762685009718149121@web.refchatter.net no thats all thank you		
	009718149121@web.refchatter.net i clicked on that one book and i cant	
figure out how to access it		
15:23PM	You're welcome	
15:23PM	Thank you for using our chat reference service.	
15:23PM	If you need any further help, feel free to log back in for a new chat session	
15:24PM <u>395549357626850</u> 09718149121@web.refchatter.net ok great thank you		
15:24PM	Bye now!	
15:24PM 395549357626850	009718149121@web.refchatter.net bye	