

# Research Help Now

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## Quality Assurance

*By Debby Harris*

Debby Harris led participants in developing a "Virtual Reference Behavior Checklist," which will be used as criteria for selecting the three outstanding Research Help Now transcripts of 2006-07. Based on the "VR Research Help Now Best Practices Checklist," currently on the Librarians' Intranet, the group selected behaviors from that list that can be identified in a transcript. Participants added some other behaviors as well and asked Debby to draft examples of each behavior. Debby will send out the draft "Behavior Checklist" for collaborative comment. After revision, the new "Behavior Checklist" will be posted on the Librarians' Intranet. Debby also asked for volunteers to select the three best transcripts.

In addition, Debby distributed copies of usage statistics and survey compilations for 2005 and 2006. These documents will also be sent to all collaborative providers. The group also asked Debby to email a list of "typical questions" which she had compiled during the summer.

## How to Transfer Calls

*By Mary Kickham-Samy*

Mary Kickham-Samy's presentation covered how to transfer a call in Ask a Librarian. She will make her materials available to you. Also, Chapter 4, pp 44-45 in the Provider Manual explains how to transfer a call. The protocol to follow when transferring a call:

1. Transfer a call to a librarian who is currently on VR.
2. Phone the librarian first to ask if it's ok. Librarians' phone numbers are located in the InfoSheet or Intranet list of Librarians.
3. Inform the patron that the call is being transferred to another librarian and why.
4. Transfer the call according to the steps in the Provider Manual on pages 44-45.
5. When completing the post session survey, select "transfer call."

## Post Session Survey for Librarians

*By Sandy McCarthy*

Per our discussion about Librarian Post Session Survey, Sandy submitted a request to Angela Pfeil to add the following categories to the post session survey:

- Follow-up
- Transfer Call and
- Referred Call.

Follow-up, Referred Call, and Transfer Call are now available on the Librarian Post Session Survey.

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## Lost Calls – What to do?

By Sandy McCarthy

Ann and Sandy are interested in keeping track of all lost calls. To help keep valid statistics about “lost calls” please follow these steps:

1. Follow-up with patron via email.
2. Report lost call to Ann and Sandy with date, time, and patron library affiliation.

## Technical Problems – What to do?

### Technical Problems

1. Submit your issue via email to [AALSupport@tutor.com](mailto:AALSupport@tutor.com)
2. You should receive an immediate auto-reply with a ticket number. This call number will inform you that AAL support has received your email and will work on it. AAL states that you should receive a response within 24 hours. **Note:** AAL Support has repaired their email auto-reply message.
3. If you do not receive a response after 24 hours, then call AAL Support at 1 888 888 6726 ext. 223.
4. Report non-response calls from AAL Support to Ann and Sandy. They will maintain a log.

## Schedule – open discussion

### Current Schedule

We have agreed to allow one (1) hour block schedule times. You can still sign-up for two (2) or more hour blocks. This will provide more flexibility in the schedule.

### Weekend Hours

Do we want to offer more weekend hours? We need at least two librarians to staff the VR desk. Ask your library directors/deans about possible weekend hours.

### Longer Hours During the Week

Do we want to offer hours passed 9pm? How can we make this work? No conclusion at this time.

## Summary of Feedback Form

By Ann Walaskay

A summary of the feedback form from September 29<sup>th</sup> Meeting will be emailed to all managers. ❖

## Skype and Instant Messaging

By Leslie Behm, Ann Walaskay and Sandy McCarthy

Leslie Behm, MSU, discussed IM service to MSU students. She also highlighted using Trillian software to manage the three IM accounts. Ann Walaskay, OCC, and Sandy McCarthy, WCC, discussed the possibility of using Skype among the VR librarians. Ann and Sandy provided a demo of the product. Skype is available for free at <http://www.skype.com/helloagain.html>

Since Skype also offers an IM service, the Collaborative agreed to use IM Skype among the librarians. More information about downloading and procedure for IM Skype will be sent to everyone by the end of November.

## LSTA Grant Application

By Ann Walaskay

Ann reported that she attended the workshop on LSTA Grant process given by the Library of Michigan. We are considering applying for a grant, and if we do, which project to tackle. The grants have a minimum threshold of \$6000. They are reimbursements for funds that are paid up-front by the organization. The organization will ultimately be responsible for covering 20% of the total amount (“cash match”).

There are constraints on what we can do with an LSTA grant.

What project would we fund? Is this the time to begin planning for an expansion to a state-wide service? Or is there a smaller project that would be good? The group discussed this and the suggestion was made to consider VR 24/7 with coverage by Librarians By Request (from tutor.com). A committee has been established to discuss the grant. Volunteers are Maggie Bacon, Diane Donham, Janice Murphy, Arlene Weismantel, Angela Kille, Cliff Taylor, and Ann Walaskay.

Timeline: Application deadline is Jan.31<sup>st</sup>, 2007. Grant contracts will be signed in May 2007 and all funding allotted must be expended by June 30th, 2008. A survey was sent out to each member to solicit ideas for the grant.



