

## Michigan Virtual Reference Training Newsletter May 2007

### Greetings to the Michigan Virtual Reference Librarians,

Before you launch your many summer projects, take some time to strengthen your VR skills. This training newsletter contains reminders in the following areas:

- **Ending a Session,**
- **Using Resolution Codes,**
- **Creating Personal Scripts.**

### **Ending a Session**

#### ***The Abrupt Disconnect***

Sometimes the student disconnects before you feel you have answered the question adequately. Don't feel disconcerted and don't log off. Instead, wrap up what you were doing so that your work is available for the student in the e-mailed transcript. (See Policy Manual p.15).

#### ***The Silent Treatment***

Try to allow the student to end a session. If you experience long pauses, this silence may mean that the student is browsing the sites you sent or thoughtfully considering the great research strategy you have suggested. It also might mean that the student is in the kitchen having a sandwich, but be patient. Don't log off right away. Wait at least three minutes. Every minute or so send a query like "Did you find that website helpful?" "Do you have any more questions?" When you decide to give up and log off, say "I'm going to sign off now. Please, call us again when you have more questions. I've enjoyed working with you." - Or something equally friendly.

#### **Adding Canned Scripts**

While you are waiting for that student to finish his, or her, sandwich, why not take a few moments to add, delete, or reorganize your "canned" responses, your personal scripts. This is very easy, but you must be in a "live" session. See the flow chart below for step-by-step instructions.

#### **End of Session Survey**

To end the session, select "End Session" from the provider tool bar. Then, complete the "End of Session Survey" by selecting a resolution code. Also, fill out the "comments area," with your personal musings, insights, rants and raves.

## At a Glance

### Resolution Codes

Remember those resolution codes? Here is a summary of what they mean:

Completed:	VR librarian responded constructively to a student query. A relevant interaction has taken place.
Lost Call:	Call ends due to technical reasons. Indicate “lost call” even when you are not sure. Indicate your uncertainty in the comments section.
Referred:	VR librarian decided to refer the student to his, or her, home library.
Follow up:	VR librarian will e-mail the student additional information.
Class:	One of many sessions from a single class visit.
Out of Service Area:	Outside service area.
Test	Practice Session
Inappropriate Behavior	Joking, teasing – you know it when you see it.

### Introducing Yourself: A Model Script

If you have not already created your personal greeting, here is a model for your convenience. Just as it is important to log off in a friendly manner, it is important to introduce yourself at the beginning of a session.

Welcome to Research Help Now. My name is [fill in your name], a librarian at [fill in your institution]. I’m reading your question and will be with you very soon.

While in an “active” session, go to:

