



Research Help Now Training



MICHIGAN VIRTUAL REFERENCE

Oct 2007
Vol. 1, Issue 4

Some Highlights from the 3rd Annual Meeting

Special Training Alert:

Remember to check the **patron's library policy** page, which contains the information you need to help students from other institutions.

Inside this issue:

Annual Meeting	1
Descriptive Codes	2
Resolution Codes	2
Adding Scripts	3
At a Glance: : IM and Transfer	4
Practice Groups	5
Finding Subs	5
Best Transcripts	5

Best Transcripts Contest: The transcript winners were Dana Keyes (Muskegon CC), Janine Odlevak (St. Claire CC), and Christine Tobias (MSU). Each winner received a gift certificate, donated by Kellogg CC



Janine Odlevak, one of 3 receiving a Best Transcripts Award, Annual Meeting

Library, Lansing CC Library and the MSU Libraries. For more on this, see page 5.

Discussion of Descriptive

Codes: Since the Question-Point list of Descriptive Codes was too long, attendees decided to eliminate some terms and clarify others. For a summary of this discussion, see page 2.

New Substitution List:

Attendees agreed to set up a substitution list for quicker, easier way to fill emergency absences. See inside for details.

Power Outage Procedure: If your library experiences a power outage, alert the librarian with whom you are shar-

ing a VR slot to the problem. If you are alone on the shift, call Sue Miles so that she can try to contact a substitute. For the exact wording of the procedure, see the Policy Manual.



Debbie Harris announcing the Best Transcripts award winners at the 3rd Annual Meeting.





The Basics on Descriptive Codes:

- Used for statistical purposes.
- Four may be assigned to a session and can be changed later.

More about Descriptive Codes: Below are two lists of codes: one to ignore, and one to learn and apply.

No question
(students wants/
needs company;
lonely)

1. Ignore these Codes: **Duplicate Question, Local – catalog, Local - non-catalog, Other, Reference, Spam, Tools.**

2. Use these Codes (Definitions are placed in parentheses): **Circulation, Genealogy, Inappropriate, Interlibrary Loan (ILL), Catalog** (Instruction in using the catalog), **Directional** (physical/spatial), **Electronic Resources** (access to databases and catalog), **Holdings** (generic, not a request for a specific item. Example: What do you have on X subject?), **Homework** (requests by school children), **Instructional** (Answers that involve teaching as opposed to quick ref-

erence; many, if not most, questions involve teaching), **Item Request** (hold specific item; no instruction is involved), **Non-affiliated** (outsider), **Ready Reference** (Quick one-source answers), **Referred to Home Library** (Call your home library), **Research** (Research Paper), **Technical Problem** (problems with the QP software, or database authentication), **Test** (practice session), **Law** and **Medical** (Primarily used by the Library of Michigan).

Resolution Codes: Fast Facts

One of five resolution codes must be assigned to each session.

1. **Answered:** question is answered and the session is complete.
2. **Followup By Me,** providing librarian follows up.
3. **Followup Up By Patron's Library,** student's library follows up.
4. **Lost Call:** student disconnects so **early that there is not trace, not even of an email address.**
5. **Practice:** practice

[Note: a **Lost Call** in QP is quite different from a **Lost Call** with the previous software. For disconnects where there is an email address, use **followup by me** or **followup by patron library**, with a descriptive code of **technical problem**.]



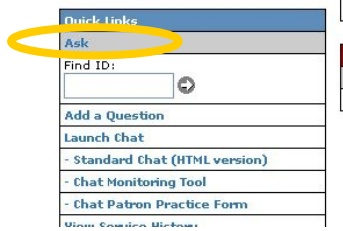
Angela Kille at the Annual Meeting explaining Resolution Codes



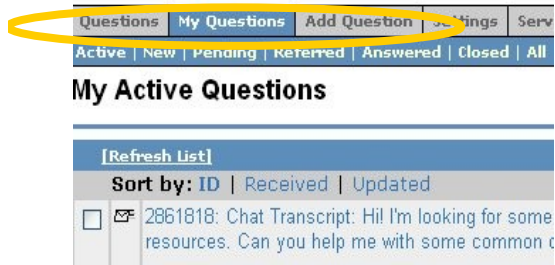


Adding Scripts: Go to *Ask, Questions, Setting, My Scripts*

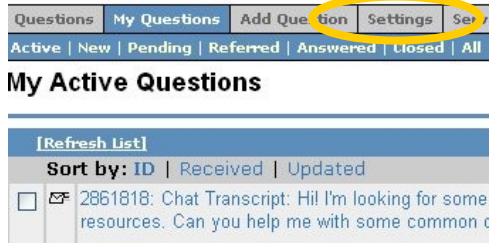
1. Log on to the service, and then go to the *Ask* module.



2. Go to any *Questions* tab: *questions, my questions, etc.*



3. Then, click on *Settings*

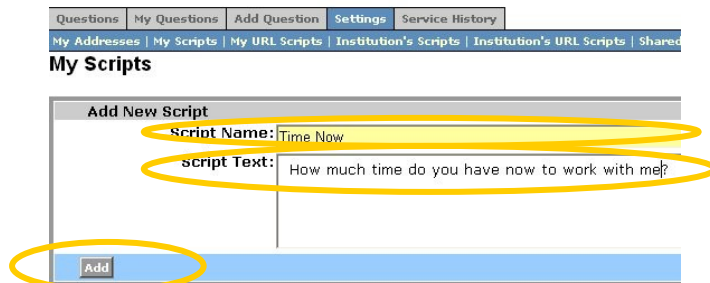


4. From *Settings*, go to *My Scripts*.



Add New Address
Name:

5. Insert a Script Name, type in your script, and click *Add*.





At a glance...

Instant Messaging

Librarian A

1. While in the Flash Chat mode, click the *librarians'* tab to see who is not busy.
3. Click on the IM tab.
3. Click on the librarian with whom you want to IM. When you see the librarian's name, begin typing a message.

Librarian B

1. Notice a pop up alert of an IM message.
2. Dismiss the IM prompt. (Clicking the pop up will not start the IM. The librarian must click on the IM button to start the IM session.)
3. Go to the IM tab.
4. To accept the IM session, click on Librarian A's name from the "My Active IM Sessions" list.

Librarian A and B: begin to chat.

Transferring a Call

Librarian A

1. Click "End IM session," and close IM window.
2. Go to "My Active button."
3. Click on the student's information to reactivate the screen.
4. Click on "transfer," select Librarian B's name, and hit "send."
5. If you are in co-browse when you transfer, remember to close the co-browse window by clicking on exit.

Librarian B

1. Click "End IM session," and close IM window.
2. Notice a new IM alert, and click OK. The IM message tells you there is a new patron.
3. Click on the "My Active" list.
4. Click on the student's information.
5. Begin chatting with the student.



Practice groups: Practicing with someone outside your college is useful, especially when practicing IM or Transfer. So, in preparation for the October 1 launch of QP, a few librarians responded to the September announcement of the practice groups program. Some loosely structured groups are set up: Carol Briggs-Erickson with Linda Neely and Marion VanLoo. Diana Hiles with Mary Kickham-Samy. Sandy McCarthy and Michael Ugorowski. It has been a challenge to match schedules, but a worthwhile effort. If you would like to join the practice groups, send your name, and the times you are available for practice to Mary Kickham-Samy.

Finding VR Substitution

A challenge equal to finding someone to practice with is finding a substitute. Sue Miles has created this five-step process:

1. Look for someone to substitute within your library.
2. Check the "VR Sub List" for a substitute.
3. No luck? Send a message to the listserv. Use this subject line: Sub Needed: (day/time). The Volunteer replies to you, not the listserv.
4. When the sub is found, respond to the listserv. Use this subject line: Sub Found: (day/time). In the body, state name and college of the volunteer.
5. Still no luck? Send message with this subject line: No Sub Found: day/time

More on the Best Transcripts Contest

Janine Odlevak, Christine Tobias, and Dana Keyes were recognized for their prize-winning transcripts. 24 other librarians, whose transcripts were nominated, received special mention. They are: Hui Hua Chua, Kate Corby, Diane Donham, Kassie Dunham, Kim Farley, Kara Gust, Debby Harris, Diana Hiles, Angela Kille, Jane Lewandowski, Sue Miles, Sara Miller, Janice Murphy, Gloriane Peck, Maureen Perault, Teresa Prince, Jim Ratliff, Steve Rybicki, Nadja Springer, Marion VanLoo, Ann Walaskay, Arlene Weismantel, Kathleen Weesies, and Cindy Yonovich.

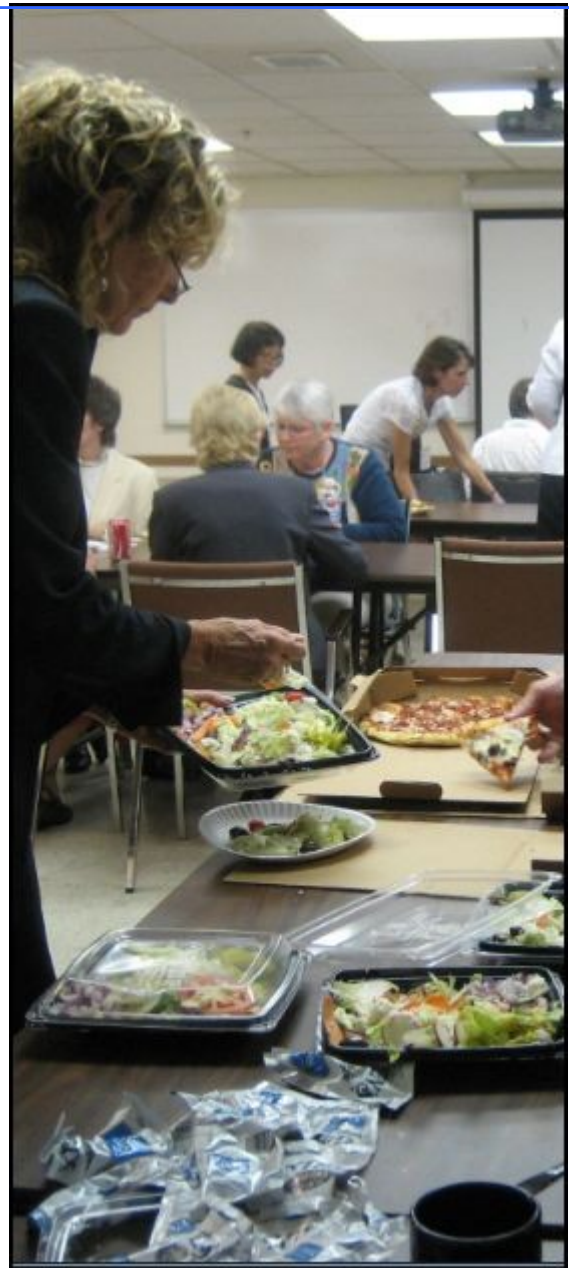
Suggestions, Questions, Comments to:

Mary Kickham-Samy, Macomb Community College

Phone: 586 445 7419

E-mail: kickham-samym@macomb.edu

For his technical support, special thanks to Solomon Abraham, Macomb Community College.



Informal lunch with pizza and salad at the 3rd Annual Meeting