

UCDigRef Conference Survey Results

1. Were you satisfied using ReadyTalk's web conferencing software for the UC-wide QuestionPoint Conference?

Yes: 94.7% (18)

No: 5.3% (1)

Comments:

1. The software will be helpful for future meetings with other UC campuses.
2. This compares favorably with other conferencing software I've used. I think that we will probably always have to allow the first 15 minutes of every meeting for setting up the technology and meeting ground rules for using the technology. I do think that having a lot of people in the same room is difficult because they can only ask questions by voice and the chat feature is very nice for participants who can't otherwise speak up.
3. We had to scramble at the last minute when we discovered that our phone in the training room did not have a speakerphone capability. We got a different phone installed quickly.
4. too much noise in the background. couldn't hear questions or explanations on topics.
5. the current version of ReadyTalk allows for much more dynamic interaction and is worth exploring.
6. Though 1 1/2 hours is too long!
7. I was satisfied with the software, however our group sometimes did not answer some of the survey questions (may be it was not clear who was representing us)
8. as i mentioned in the other survey :) it might be good to send out the instructions again right before the conference
9. At times there was quite a bit of background noise. The presenters might want to consider using the 'mute all' option for future meetings.
10. It would be easier to use a headphone connected to the computer.
11. This was the first time I had ever used this system but it was pretty effective. However the phone call in was annoying...I would prefer a Headset interface.

2. How useful did you find the UC-wide QuestionPoint Conference:

Very useful:	21.1% (4)
Useful:	52.6% (10)
Somewhat useful:	21.1% (4)
Not useful:	5.3% (1)

Comments:

1. suggested goals might have been helpful

3. Are there issues that arose during the conference that you would like us to follow up on?

Comments:

1. Muting participants.
2. The first ten minutes were haphazard. In subsequent conferences having the logistics in place before the call is scheduled to begin will be helpful.
3. It seemed as though people didn't feel that they had enough experience to use Jing on-the-fly and I was wondering if we need to make that skill a priority with further training.
4. I want to learn how to make a quick Jing video to pop into my QP answers.
5. Yes, the advice to log on to just the 24/7 Queue seems incorrect, since the Qwidgets do not roll over. Please advise whether we need to log into both queues.
6. Now that Ask a Librarian is no longer a pilot, HOPS needs to be more assertive when it comes to the issue(s) of supporting multiple tier 1 services such as the traditional reference desk, digital reference, etc... Support with respect to advocating for hiring more professional librarians at each campus to provided quality reference and not just quantity.
7. some speakers were softspoken and hard to hear; using the qwidget complicates the priorities of whom to respond to; using mobile devices may complicate the priorities of responses
8. I would like more clarification on what exactly the new chatting notification entails, where users will be able to see when we are chatting. Does this mean they will see when we are typing a message to them, so hopefully they don't hang up before they get it, or that users will see that we are chatting with other patrons at the time? Either could potentially be useful.

9. Re: new and forthcoming, 'librarian is now chatting...' Will librarians see a variation of this message when the patron is typing?

10. I would have liked a bit more info on how to use different resolution Codes

11. can you see uc qwidget questions if you're only logged in to the 24/7 queue?

4. If additional UC-wide QuestionPoint Conferences are planned, how often should they occur:

Every other month:	0% (0)
Quarterly:	36.8% (7)
Biannually:	42.1% (8)
Annually:	21.1% (4)

Comments:

1. I would also do a meeting as they seem to become necessary.
2. biannually or annually, more often if there are specific issues

5. If additional UC-wide QuestionPoint Conferences are scheduled, what issues or topics should be discussed?

Comments:

1. Issues at each UC campus, updates, and best practices from non-UC schools.
2. How are campuses handling scheduling during evenings and peak activity times during the terms? How many people are needed to staff an operation for the ten UC campuses?
3. We should spend some time with the QuestionPoint staff talking about technical issues to just get them out in the open so that we all hear the answers at the same time. We might want to discuss how to identify and respond to ready reference questions. We could also survey ourselves as to how we use other UC campus sites - what works, what doesn't. I don't want to point fingers at other campuses, but it might help everyone's sites if common issues are revealed and addressed.
4. Many times when I am working with students at community colleges, their lists of databases are short, and many of them I've never heard of, so it's difficult for me to recommend which ones to use. Worse yet, I've never used them, so I can't provide much help on how to search them, much less how to navigate through the results.
5. Staffing levels - short term and long term effects of Digital Reference on other duties and responsibilities and visa versa. Especially in light of retirements, librarians leaving the UCs, the START program, furloughs, potential layoffs, and hiring freezes.

6. How to suggest changes to a library's web site without ruffling too many feathers.
7. clarifying when to pick up 24/7 v UC questions; how to create personalized scripts (we have insufficient training on this); questions of UCelinks working at another than your home UC campus; suggestions for referrals and ask at your home campus Reference
8. updates and questions (like today) are always good...
9. Suggestions for policy page improvements
10. I'd be interested in more about Jing. I'd also like to hear more about Mosio, if a few campuses begin using it.
11. Best practices
Tech issues as they arise
Learning to accept limits (as mentioned today, sometimes we have to say that is the best we can do and pass along)
12. Resolution codes, how to and when to refer to a home library...and perhaps when and how to Co-browse
13. best practices, things to help make the service consistent across the system,