

# UC-wide QP Conference

June 08, 2010

# Background and Objectives

With this web conference, we (the Dig Ref CIG) hope to provide an opportunity for UC's QP staffers to come together to discuss our experiences and ask questions. Although the service is still fairly new, UC has been participating long enough that we believe it will be beneficial to touch base as a larger group.

This web conference is a bit of an experiment, but we're looking forward to trying something new and hope you will find the information shared here of use.

# The Digital Reference Common Interest Group

serves as a steering committee

and reports to HOPS

(Heads of Public Services)

**UCB: Lynn Jones co-chair**

**UCLA: Joseph Yue**

**UCD: Melissa Browne**

**UCSB: Lorna Lueck**

**UCI: Cynthia Johnson co-chair**

**UCSC: Frank Gravier**

**UCM: Teal Smith**

**UCSD: Penny Coppernoll-Blach**

**UCR: Ken Furuta**

**UCSF: Marcus Banks**

# Reminders

- Please MUTE your phone
- Use CHAT to let us know if you have a question
- Can view ReadyTalk in full screen mode, but toggle to partial screen to chat
- First presenting...
  - Cynthia

# Agenda

- Primary Queue versus the 24/7 Queue
- Follow-ups
- General tips
- Jing
- Creating your own scripts
- New and forthcoming in QP
  - Mosio
  - Qwidget in NGM
- Final discussion

# Primary Queue versus the 24/7 Queue

**Q:** If you are assigned the 24/7 Queue, do you also sign into the primary queue?

**A:** No – signing into the 24/7 Queue means you are monitoring both queues.

# Selecting Queues

## Select Queue

Select queues to monitor and click "Save".

Note: Primary queue is monitored when any live queue is selected.

Select All

	Queue
<input type="checkbox"/>	Primary Queue: B Univ of California Coop
<input type="checkbox"/>	24/7 Reference: Academic Cooperative
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

Monitor 'Practice Queue' Only

Save

# Primary Queue versus the 24/7 Queue

**Q:** When on the 24/7 Queue, are we responsible for non-UC questions ONLY?

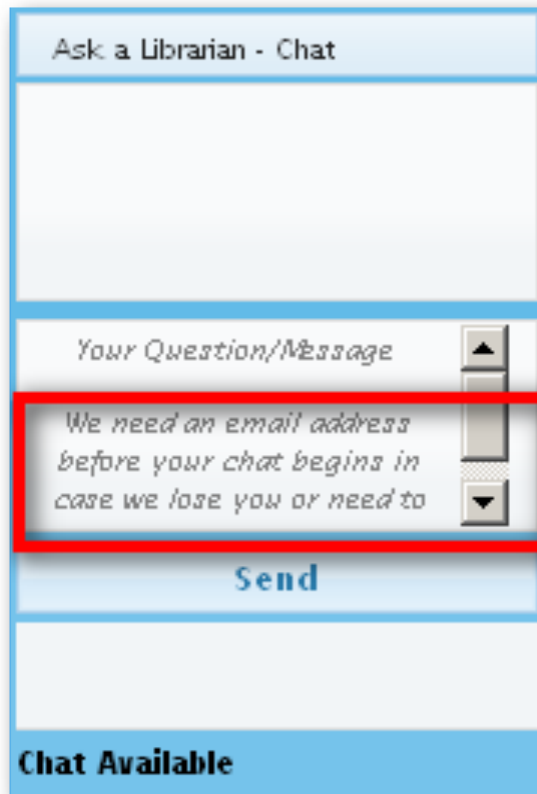
**A:** No – our first priority is still UC patrons.

- Many of our patrons use the Qwidget, but Qwidget questions do not roll into the 24/7 Queue.



# Reminder about the Qwidget

Most UCs are now requiring that the patron provide an email address:



Ask a Librarian - Chat

Your Question/Message

*We need an email address before your chat begins in case we lose you or need to*

Send

Chat Available

The image shows a chat widget interface. At the top, it says "Ask a Librarian - Chat". Below that is a large empty text area for the user's question. Underneath is a smaller text area containing the text "Your Question/Message" and a vertical scrollbar. A red rectangular box highlights a message within this area: "We need an email address before your chat begins in case we lose you or need to". Below the message area is a blue "Send" button. At the bottom of the widget, it says "Chat Available".

# Resolution Code: Follow-Ups

- Mark questions as “Follow Up by Patron’s Library” if the patron disconnects and you don’t feel the question was fully answered.
  - It can be useful to leave a note for the home institution explaining why you are marking a transcript as “follow-up.”
    - For example, you let the home library know there may be a problem with online access to a journal or database.

# Resolution Code: Follow-Ups Continued

- You can use the Resolution Code “**Follow Up by Patron’s Library**” for Qwidgets IF there is an email address provided.

# Other tips for chatting?

- Try using scripts from the library your patron is from, when possible.
- Take a look at the URLs the home library provides in the policy page.
- Use jing...
- Create your own scripts to personalize the experience for the patron, and to make your life easier...

# Using Jing



<http://screencast.com/t/NTU1NjBiN>

# Creating your own script

<http://screencast.com/t/ODgyMDNmOGQ>

# Discussion



How are others using **Jing**  
(or other screencapturing tools)  
in QP?

# New and Forthcoming in QP

Now presenting: Teal

- Mobile Qwidget

- Allows users to connect with a librarian via their phone
- Available for iPhone, Android, Palm

- Qwidget for Facebook 

- Instructions for how to create a Facebook Qwidget
- To request guide, email *david\_leslie@oclc.org* and enter “Qwidget Facebook” in the subject line

- Custom Qwidget skins and formatting

- Create a custom CSS file for the Qwidget, allowing the Qwidget to better match your library website
- Need experience with CSS and access to your website’s back-end



# New and Forthcoming in QP

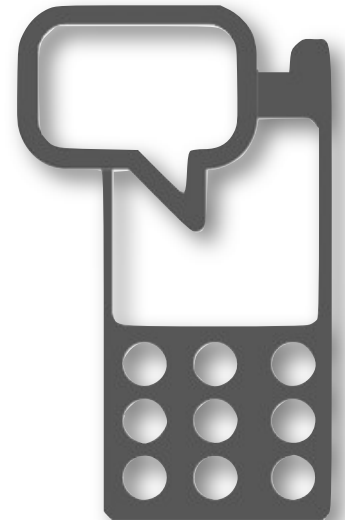
Now presenting: Teal

- “Librarian is now chatting...” message
  - To be implemented this summer
- Qwidget roll-up update
  - A number of institutions are participating but are seeing patron traffic double or triple
  - UC won’t be participating in foreseeable future
- Recommendation for Qwidget to be added to EBSCO databases
- Mosio integration 
  - Libraries that subscribe to the text messaging service from Mosio can now receive SMS text questions in QP

# New and Forthcoming in QP Texting/Mosio

Now presenting: Ken

- An update on QuestionPoint's relationship with Mosio and how using the QP interface to manage texting questions would work.



Sessions requested (from all UCs)	SUN (5-9)	MON (11-9)	TUES (11-9)	WED (11-9)	THURS (11-9)	FRI (11-5)	SAT (closed)	Weekly total
				5-May	6-May	7-May	8-May	
NGM				9	8	4		21
All				80	75	14		169
	9-May	10-May	11-May	12-May	13-May	14-May	15-May	
NGM	2	8	10	5	8	1		34
All	31	98	90	73	70	7		369
	16-May	17-May	18-May	19-May	20-May	21-May	22-May	
NGM	4	12	8	5	9	10		48
All	31	99	90	84	71	12		387
	23-May	24-May	25-May					
NGM	1	5	4					10
All	16	88	66					170
	<b>Total</b>	<b>Percent</b>						
NGM	113	10%						
All	1095							

Impact of Qwidget in NGM (so far)

<b>By campus, May 5th -</b>	<b>NGM</b>	<b>All Questions</b>	<b>Percent</b>
Berkeley	17	102	17%
Davis	16	49	33%
Irvine	28	202	14%
Los Angeles	28	196	14%
Merced	4	16	25%
Riverside	2	121	2%
San Diego	7	193	4%
San Francisco	3	14	21%
Santa Barbara	5	152	3%
Santa Cruz	1	116	1%
<b>Total*</b>	<b>111</b>	<b>1161</b>	<b>10%</b>

## Qwidget Questions through NGM

# Discussion Questions about QP?



# Questions about QP?

## Potential Discussion Topics

- Non-UC Patrons
  - Do we/should we provide the same level of service for non-UC patrons entering through UC libraries as we do for our own patrons?
- Policy Pages
  - Information missing? Suggestions?
  - Are there features of particular policy pages that you just love? Shoutouts here!
- Answering Multiple Questions
  - How many is too many? What to do when there are too many?
- Quality Control: any issues we can share?

# Round Robin

What other innovative reference services are our campuses providing?



# Feedback

Please participate in our survey:

<http://www.surveymonkey.com/s/VHTTJBT>

Your feedback will help determine the fate of  
future UC-wide QP conferences.

Thank you!