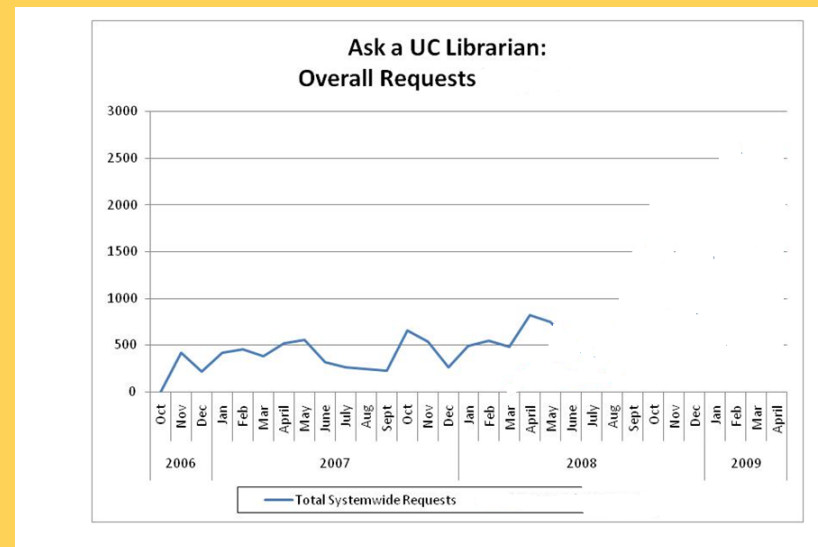
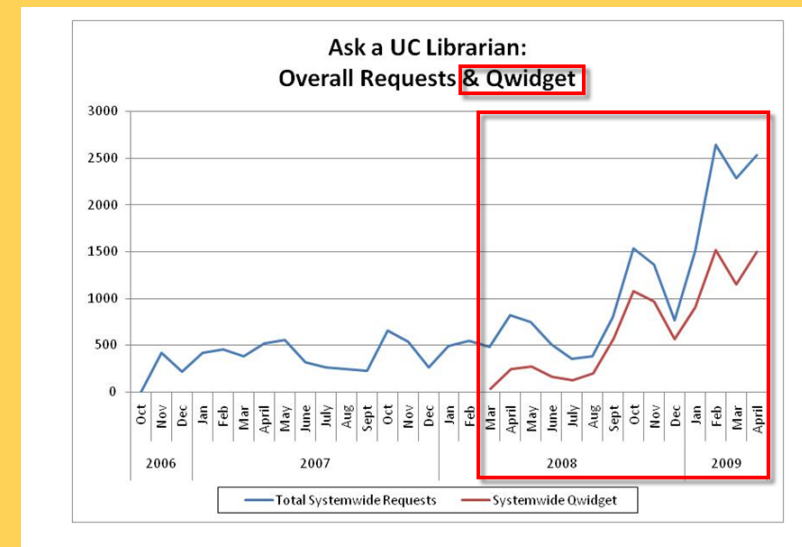


Chatting Via QWIDGET: Does the Interface Make a Difference?



October 2006: University of California Libraries begin to provide digital reference via OCLC's QuestionPoint: Use of the service = steady growth



March 2008: We start to use the Qwidget from QuestionPoint. Chat use skyrockets!

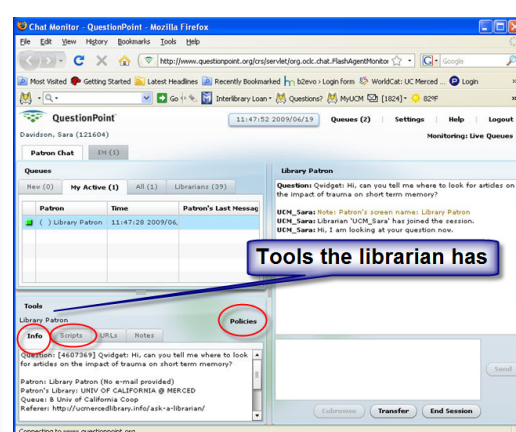
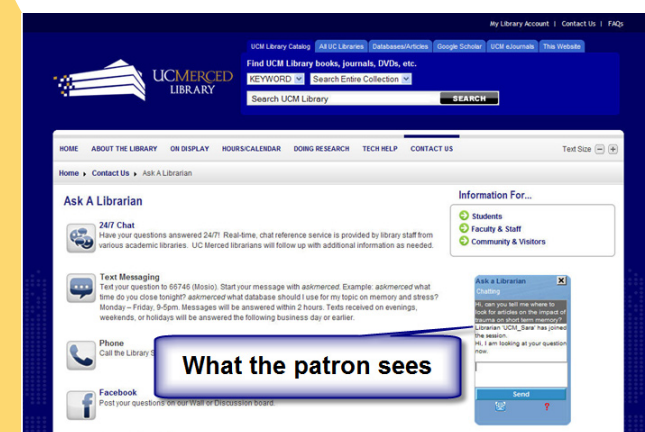
ASK a UC LIBRARIAN

PRESENTERS:

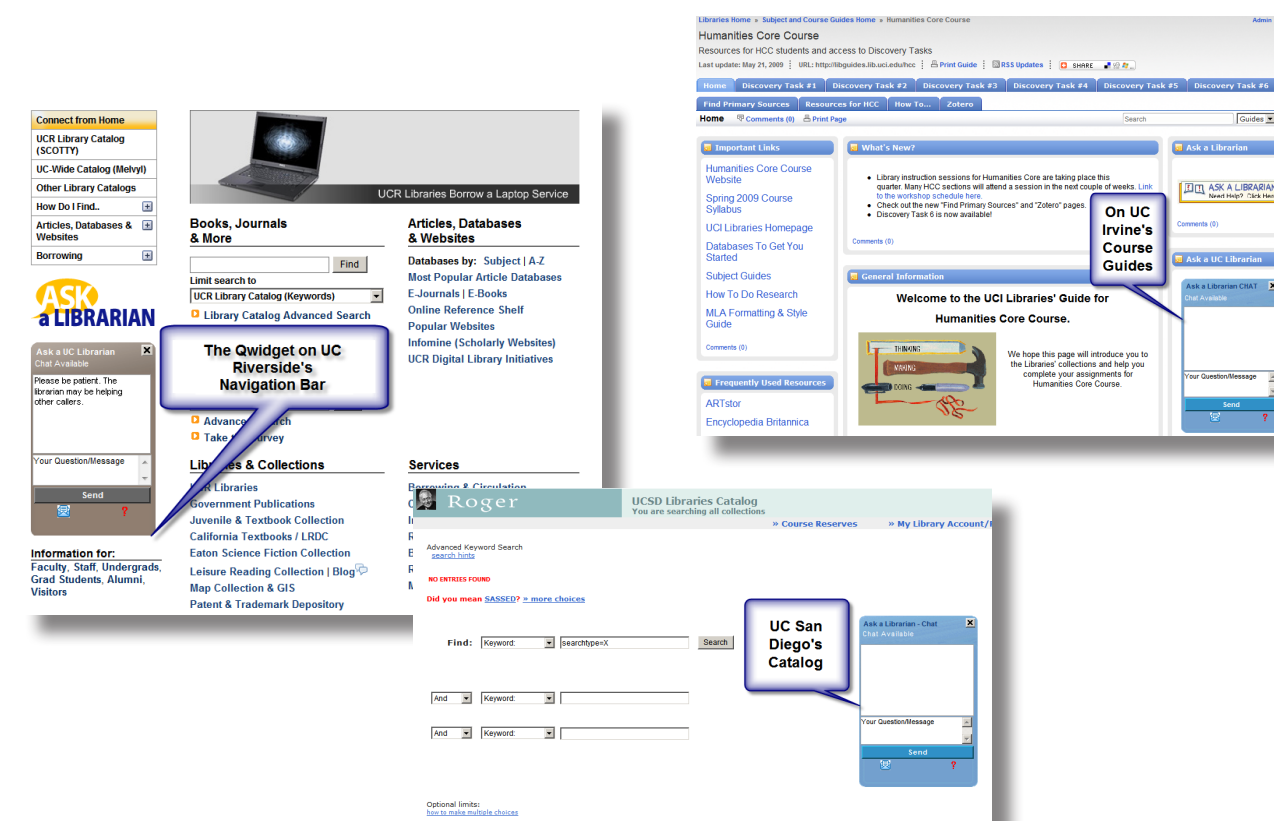
Cynthia Johnson, University of California, Irvine; Ken Furuta, University of California, Riverside; Sara Davidson, University of California, Merced; Penny Coppernoll-Blach, University of California, San Diego

Why the Dramatic Increase?

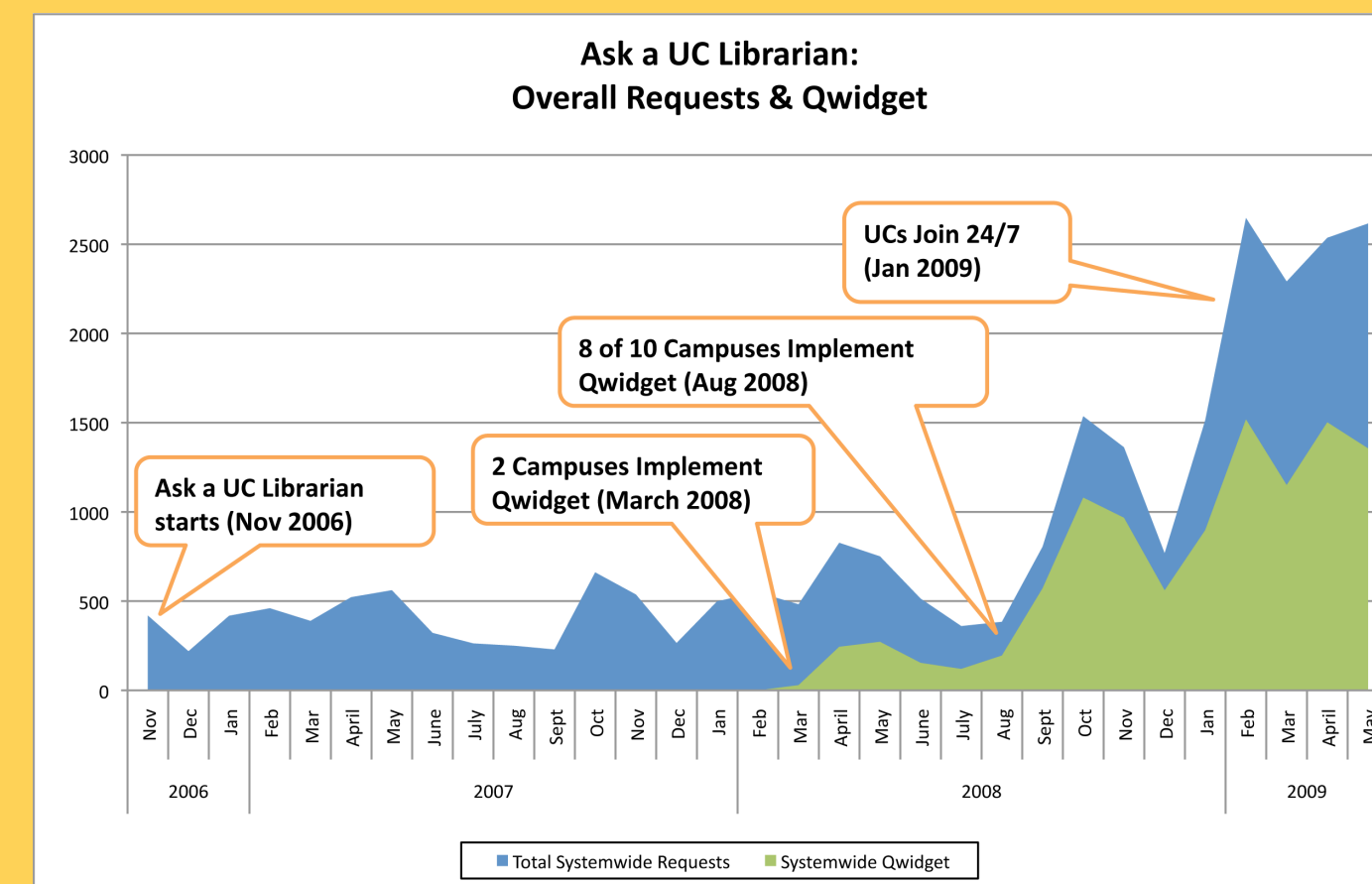
Easy for the Patron;
Librarian still has Questionpoint Tools



The Qwidget can go anywhere!



How does the Qwidget impact the UC Digital Reference today? Still going strong:



More chatty like Instant Message

BEFORE library access article available book check class computer connect copy database due finding found hello help hi home id information journal jstor looking online paper pin please read reference renew request research reserve science search sources specifically student thank uc vpn web wondering writing

AFTER library access article available book campus card check class computer copy database finding hello help hi home id information journal jstor looking online paper password please question request research reserve room science search sources student study thanks today uc website wondering work