

Reference Gets
Virtual:
The Novanet
Live-Help Project

Presented by Todie Winter
October 29, 2004

What is Novanet?



- A consortium of academic libraries in Nova Scotia; established in 1985
- Provide an integrated catalogue and library management system as well as cooperative action in collection development and document delivery

Novanet Institutions

- Atlantic School of Theology
- Dalhousie University
- Mount St. Vincent
- Nova Scotia Agricultural College
- Nova Scotia College of Art and Design
- Nova Scotia Community Colleges
- St. Francis Xavier University
- St. Mary's University
- University College of Cape Breton
- University of King's College

What is Live-Help?

A live, online reference service provided free of charge by participating libraries within the Novanet Community

The Novanet Distance Education Project

- To improve services to the Distance Education clientele of Novanet
- To test and evaluate innovative technologies for a new service model for online information support in Novanet libraries

A History

- January 2000- Formation of Distance Education Working Group
- October 2001- Needs Assessment Survey Mailed
- December 2001- Funding approval
- November 2002- Hiring of staff
- January 2003- Pilot Project committees formed

The Pilot Projects

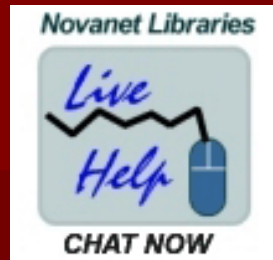
- Live-Help/Chat Reference
- Electronic Books
- Electronic Reserves
- Online Tutorials

Live-Help: Phase 1

- February - April 2003: Review, assessment, & purchase of chat software
 - HumanClick
 - \$110 CDN/ month per account
 - One librarian at a time
 - Designed for businesses
 - QuestionPoint
 - \$2500- Standard, \$5700- Enhanced/ year
 - Up to 25 librarians on at a time
 - Designed for libraries

- February - June 2003: Live-Help Resource Manual developed
 - Designed to assist Reference Librarians answer questions about other Novanet Library services and resources:
 - Indexes available
 - Contact names & numbers
 - Reference desk hours
 - Circulation Policies

- March 2003: Live-Help logo designed



- April 2003: Hours of service planned
 - Monday to Friday, 2:00pm – 4:00pm (1 Reference Librarian per 2-hour shift)
 - Friday to Sunday, 6:00 – 9:00pm (Library School Student)
- July - August 2003: Marketing
 - Student brochure
 - Magnets
 - Website

- July – August 2003: Training
 - QuestionPoint Software demonstration and training
 - Planned practice sessions

- September 2003: Live-Help service launched
 - Using QuestionPoint **Enhanced** version

- December 2003: Evaluation of service
 - Social Scientist hired
 - Practice exercises
 - Evaluation Survey- on site; off site
 - Technical difficulties
 - Increase marketing
 - Follow-up survey

What does Live-Help offer?

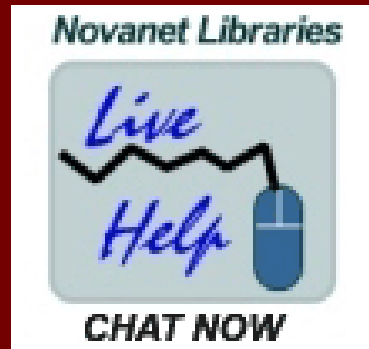
- Offers patrons an opportunity to ask questions and get answers in real-time using online chat software
- Designed to answer factual questions and brief research assistance
- Staffed by reference librarians from participating Novanet institutions

Who may use Live-Help?

- Originally intended for all Novanet Distance and Continuing Education Students
- Currently available to all members of the Novanet community who have Internet access

How Live-Help works

- Patrons click on the Live Help icon:



- Enter name, email address and question
- Wait for a librarian to respond
- Chat session
- Transcript automatically emailed to patron



QuestionPoint
Collaborative Reference Service

- A web-based virtual reference service
- Collaborative project of the Library of Congress and OCLC
- Two versions: Enhanced & Standard
 - Enhanced
 - Provides all chat functionality, INCLUDING voice, video, and application sharing capabilities
 - Requires patron download
 - Requires librarian download

QuestionPoint Software Enhanced Version Librarian's View

Librarians currently
logged on

Librarians
Scripts



Click to accept
call

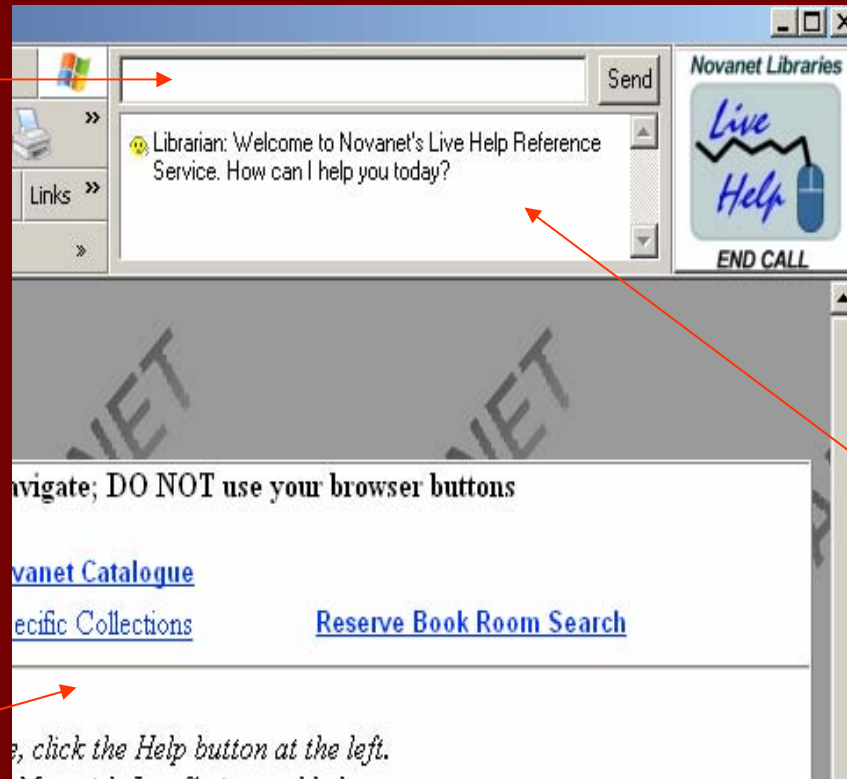
Enhanced
Features

Chat
Box

Patrons name

Enhanced Version Patron's View

Chat box



Click to end session

Record of chat session

Novanet Website

Live-Help: Phase 2

- February 2004: Live-Help Committee recommended the service continue
- March 2004: Novanet Policy Board approved recommendation
- April 2004: New librarians volunteered
 - From 7 to 10 Reference Librarians
- May–August 2004: Marketing
 - To include ALL Novanet patrons
 - Logo placed on Library & Novanet homepages
 - Live-Help bookmark created and distributed

- August 2004: Additional Training
 - Using Standard version of software
 - New librarians

- August 2004: Hours
 - Same as Phase 1
 - Two librarians per shift

- September 2004: Live-Help Service resumed
 - Using QuestionPoint **Standard** version

QuestionPoint Software Standard Version

- Provides all chat functionality, EXCEPT voice, video, and application sharing
- Entirely web-based
 - No patron download
 - No librarian download

QuestionPoint Software Standard Version Librarian's View

http://www.questionpoint.org - QuestionPoint - Monitor Chat Sessions - Microsoft Internet Explorer provided by Sir Wilfred Gren

Welcome, Todie Winter (105799)

Updated: 11:13:02
2004/10/21

Refresh | Help | Logoff

Patrons Librarians

New Chat Sessions:

Patron	Time	Question
--------	------	----------

Chat Sessions in Progress:

Patron	Time	Librarian	Question
--------	------	-----------	----------

Waiting for a selected chat session...

Waiting for a selected chat session...

Done

Start | Inbox - Micros... | Reference Get... | Chat Form Exa... | My QuestionPo... | http://www.q... | Internet

12:44 PM

Librarians
Logged on

Patron
Informatio

Patron

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'QuestionPoint - Monitor Chat Sessions' page. The page header includes a welcome message for 'Todie Winter (105799)' and a timestamp of '11:13:50 2004/10/21'. There are navigation links for 'Refresh', 'Help', and 'Logoff'. The main content area is divided into sections: 'Patrons' and 'Librarians' tabs, a 'New Chat Sessions' table, and a 'Chat Sessions in Progress' table. The 'New Chat Sessions' table has a red arrow pointing to the 'Patron' column, which contains the name 'T. Test'. A modal dialog box titled 'Microsoft Internet Explorer' is overlaid on the page, displaying a warning icon and the text 'New Chat Patron.' with an 'OK' button. A red arrow points from the 'OK' button to the text 'Patron Calling' on the right side of the image. The browser's taskbar at the bottom shows the Start button, several open applications, and the system clock at 12:45 PM.

Patron	Time	Question
T. Test	11:13:39	doing a test...

Patron	Time	Librarian	Question
--------	------	-----------	----------

Patron
Calling

Welcome, Todie Winter (105799)
Updated: 11:33:27
2004/10/21

Patrons Librarians

New Chat Sessions:

Patron	Time	Question
--------	------	----------

Chat Sessions in Progress:

Patron	Time	Librarian	Question
T. Test	11:13:39	Todie Winter	doing a test...

Chat Session Transcript (T. Test):
Question: Chat Session Transcript: doing a test...
[Patron 11:33:26]: I need help finding information

Type message and click 'Send':

Send

Tip: type "http://" to page-push URLs.

My Scripts: None +
My Favorite URLs: None +
Institution Scripts: None +

Chat Session Information


Patron	E-mail	Action	Chat Session
T. Test	twinter@swgc.mun.ca	Transfer	End Session

Record of chat session


Chat Box

Scripts

Patron Information

 **Welcome, Todie Winter (105799)**

Updated: 11:35:35
2004/10/21

 [Refresh](#) | [Help](#) | [Logoff](#)

Patrons Librarians

New Chat Sessions:

Patron	Time	Question
--------	------	----------

Chat Sessions in Progress:

Patron	Time	Librarian	Question
T. Test	11:13:39	Todie Winter	doing a test...

Chat Session Transcript (T. Test):
Question: Chat Session Transcript: doing a test...
[Patron 11:33:26]: I need help finding information
[Librarian 11:34:37]: What type of information are you looking for?
[Patron 11:35:21]: I am looking for some books on my topic

Type message and click 'Send':

Send

Tip: type "http://" to page-push URLs.

My Scripts: 
My Favorite URLs: 
Institution Scripts: 

Chat Session Information

Patron	E-mail	Action	Chat Session
T. Test	twinter@swgc.mun.ca	Transfer	End Session

Patron's View The Novanet Website

The screenshot shows a Microsoft Internet Explorer browser window displaying the Novanet website. The browser's address bar shows the URL <http://www.novanet.ns.ca>. The website features a yellow navigation bar with the Novanet logo and a list of member institutions: AST - Dal - MSVU - NSAC - NSCAD - NSCC - St. FX - SMU - UCCB - UKing's. Below the navigation bar, there are links for 'About Us', 'Public', 'Members', and 'System'. A green banner reads 'Welcome to Novanet...' followed by the text: '...libraries working together to bring the best of their resources and services to the Nova Scotia academic community'. On the left side, there are three yellow-bordered boxes: 'search Novanet catalogue', 'Novanet Libraries Live Help CHAT NOW', and a green map of Nova Scotia. The browser's taskbar at the bottom shows the Start button and open windows for 'Novanet: A Consortiu...' and 'Microsoft PowerPoint - [...]'.

Novanet: A Consortium of Libraries - Microsoft Internet Explorer provided by Sir Wilfred Grenfell College

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print Edit

Address <http://www.novanet.ns.ca> Go Links

Google Search Web 86 blocked AutoFill Options

NOVANET
a consortium of libraries

AST - Dal - MSVU - NSAC - NSCAD - NSCC - St. FX - SMU - UCCB - UKing's

About Us Public Members System

Welcome to Novanet...

...libraries working together to bring the best of their resources and services to the Nova Scotia academic community

search Novanet catalogue

Novanet Libraries
Live Help
CHAT NOW

Internet

Start Novanet: A Consortiu... Microsoft PowerPoint - [...]

10:26 AM

Chat Form Example #4 [QuestionPoint] - Change to your page title - Microsoft Internet Explorer provided by Sir Wilfred Grenfell

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Media History Mail Print Edit

Address <http://libmain.stfx.ca/questionpoint/patronchatform.htm> Go Links

Google Search Web 86 blocked AutoFill Options

Welcome to the Novanet Live Help Service

Hours of Operation (Atlantic Time):
Monday - Friday: 2 - 4pm
Friday - Sunday: 6 - 9pm

To chat with a librarian, complete the form below and click Chat.
Another browser window opens for the chat session.

Chat with a Librarian

*Name:

*E-mail Address:

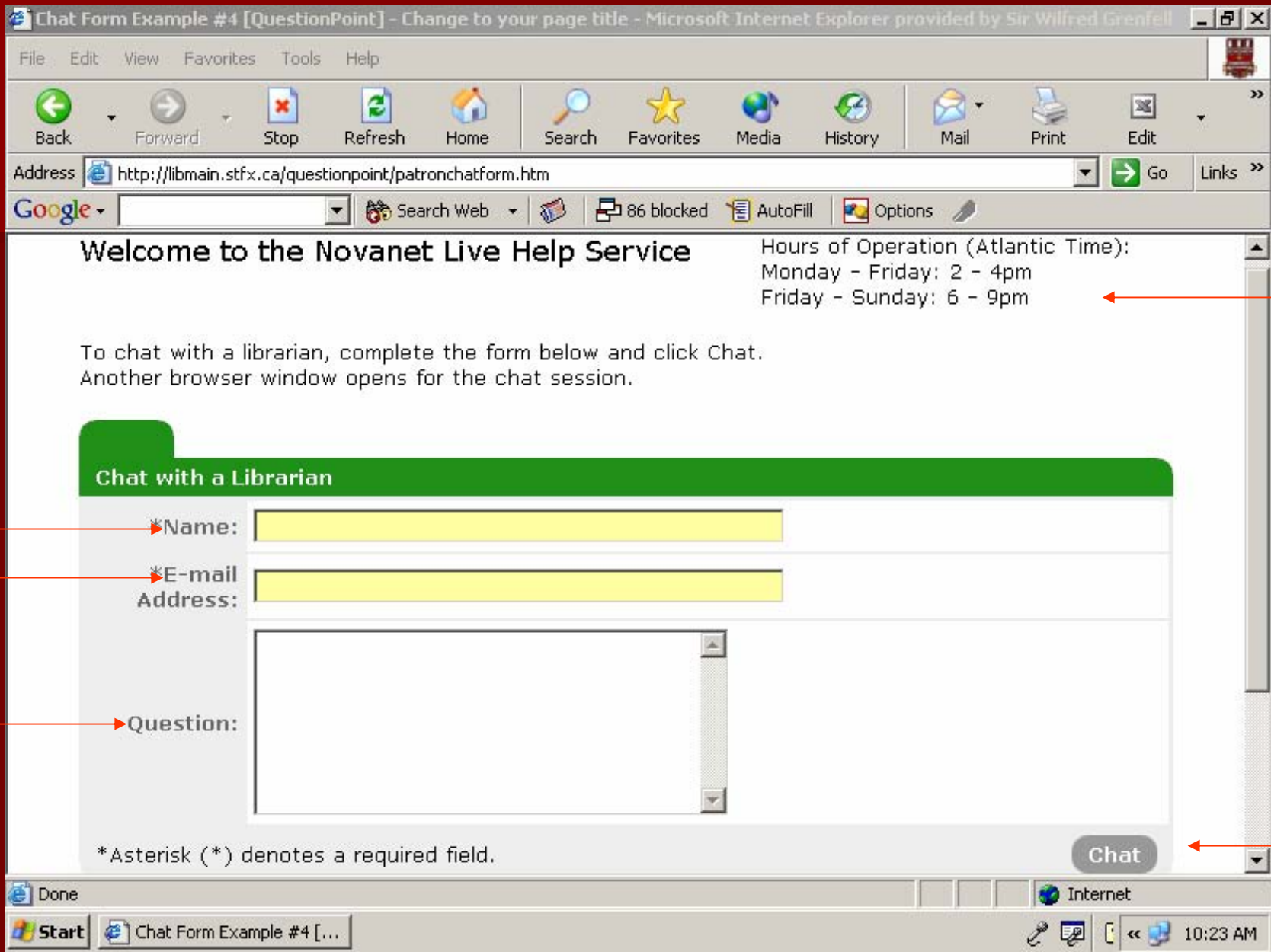
Question:

Asterisk () denotes a required field.

Chat

Done Internet

Start Chat Form Example #4 [...] 10:23 AM




QuestionPoint Chat Session - Microsoft Internet Explorer provided by Sir Wilfred Grenfell College

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://www.questionpoint.org/crs/servlet/org.oclc.chat.ClientInit> Go Links

 QuestionPoint
Chat

[End Session](#)

Hello, T. Test (twinter@swgc.mun.ca).

Currently there are '0' active chat sessions ahead of you.

Please wait for a librarian to join your chat session. A librarian will be with you shortly...

Done Internet

Start | Inbox - Micros... | Reference Get... | QuestionPoin... | My QuestionPo... | http://www.qu... | 12:45 PM

Welcome greeting

Chat Status


QuestionPoint Chat Session - Microsoft Internet Explorer provided by Sir Wilfred Grenfell College

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <http://questionpoint.org/crs/servlet/org.oclc.chat.ClientChatFrames;jsessionId=1B6182081159B165600C184C0A2C9C79.twc> Go Links

Chat Session Transcript:
Chat Session Transcript: doing a test...
[Patron 11:33:26]: I need help finding information
[Librarian 11:34:37]: What type of information are you looking for?

 **QuestionPoint Chat** End Session

Hello, T. Test.
You are now chatting live with a librarian.

Type message and click 'Send':

I am looking for some books on my topic

Send

Done Internet

Start | Inbox - Microsoft Ou... | Reference Gets Virtu... | QuestionPoint Cha... | http://www.question... | 1:06 PM

Record of chat session

Chat Box

Library Chat Transcript [Question #540786] - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward Print Paste Undo Redo Delete Mailbox X Undo Redo A+ Help

Extra line breaks in this message were removed.

From: AskALibrarian@oclc.org

Sent: Thu 10/21/2004 1:10 PM

To: Winter, Todie

Cc:

Subject: Library Chat Transcript [Question #540786]

Hello T. Test,

Your chat transcript with a librarian at NOVANET INC

Date: 16:13 2004/10/21

Question ID: 540786

Chat Session Transcript: doing a test...

[Patron 16:33:26]: I need help finding information [Librarian 16:34:37]: What type of information are you looking for?

[Patron 16:35:21]: I am looking for some books on my topic [Librarian 16:36:21]: Could you please tell me what your topic is?

[Patron 16:37:29]: I need some information on child abuse [Librarian 16:39:04]:

www.swgc.mun.ca

To review your previous transcripts or questions, logon to:

http://questionpoint.org/crs/servlet/org.oclc.home.BuildPage?&show=patron_authorize

Start

Inbox - Microsoft Outlook

Library Chat Transcri...



2:23 PM

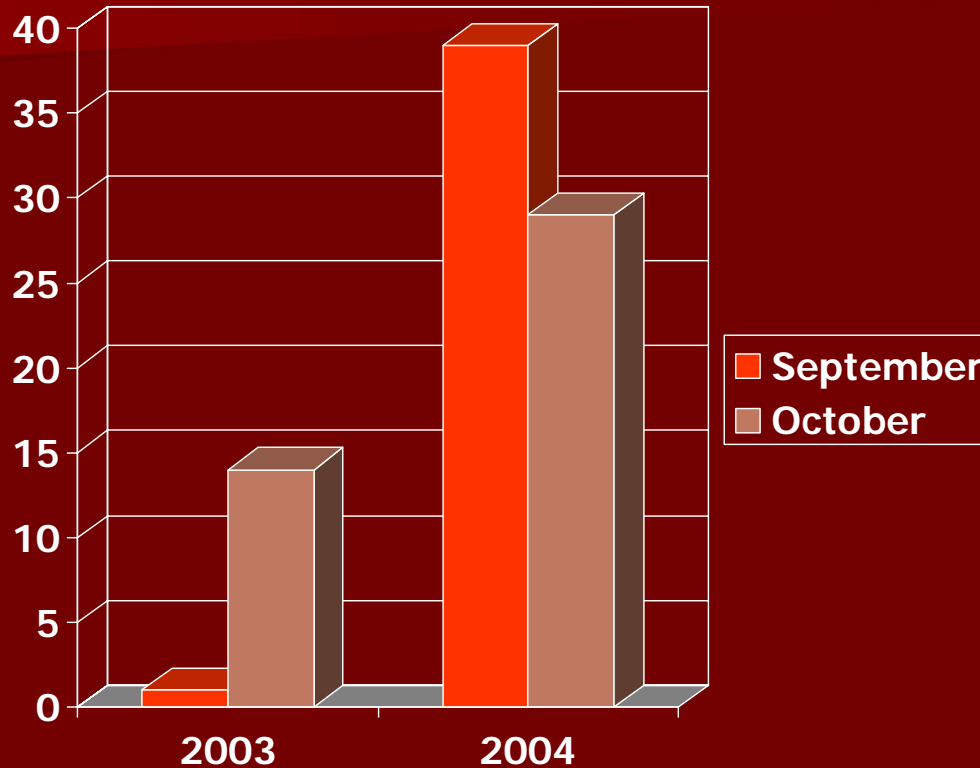
Sample Questions

- “How do I go about searching for journal articles (by author or subject) from a distance?”
- “How do I search for just journal entries, in full text if possible?”
- “The Dal library site doesn't seem to be working and I need to find articles for an assignment that is due on Monday”
- “I am trying to find information on my French culture focusing on the themes of family, community and history and I am having a REALLY hard time finding anything”

Conclusions

- Marketing
 - Inclusion of all Novanet patrons
- Software
 - Selection of Standard Version
- Hours of Service
 - Increase number of hours

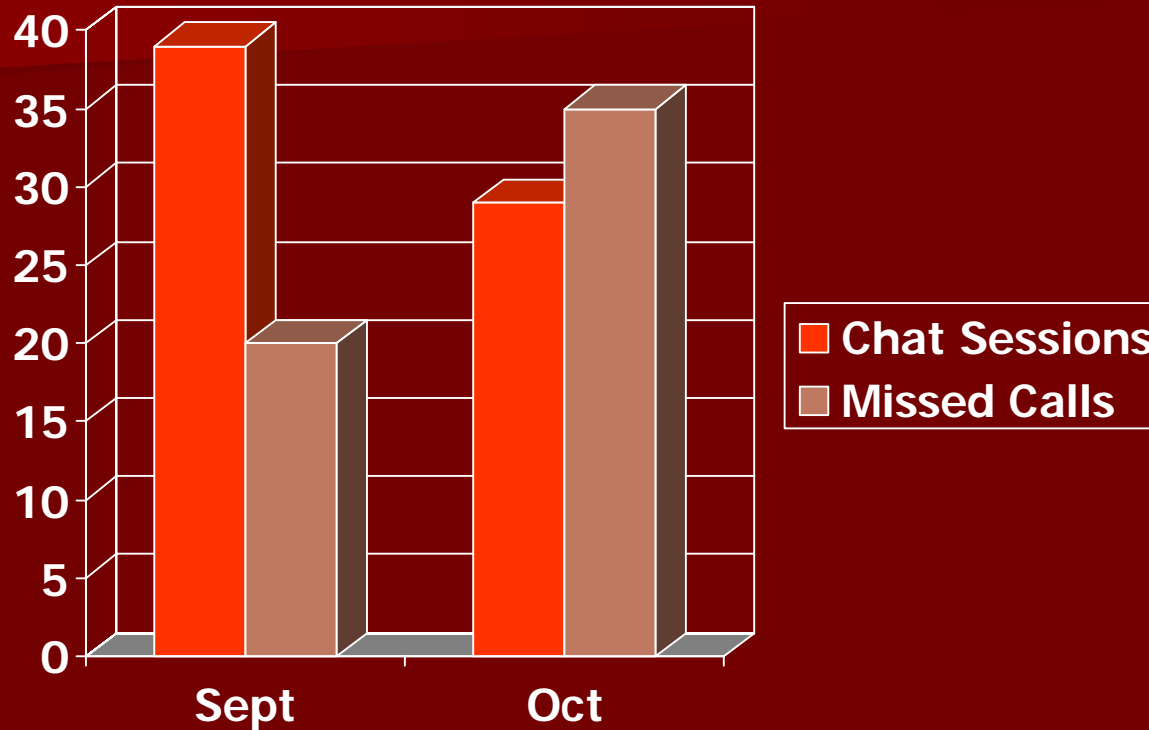
Chat Session Statistics



2003: September 1 session; October 14 sessions

2004: September 39 sessions; 29 sessions

2004 Chat Sessions



September: 39 Chat Sessions + 20 Missed = 59 Calls

October : 29 Chat Sessions + 35 Missed = 64 Calls