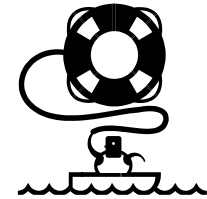




Cornell University



Online Lifelines: Virtual Communications & Reference for Distance Learners

Nancy Skipper, Reference Librarian

Virginia Cole, Ph.D., Reference & Digital Services Librarian

Today's presenters

Virginia Cole, Ph.D.

Digital Reference Services Librarian
History Liaison



Nancy Skipper

Reference Services Coordinator
Sociology Liaison



Cornell University Libraries





Olin and Uris Libraries
Cornell's Humanities & Social Sciences Libraries

Virtual or Remote Reference

- Anywhere [& anytime]
- Personalized but **anonymous**
- Immediate [or at least timely]
- Convenient for [off-campus] users

“Users aren’t remote.
It’s the librarian who’s remote.”



Virtual / digital / remote / distance reference modes =

- Phone
- Email
- [FAQs, Web pages, guides, tutorials]
- Chat/Instant Message (IM)
- Text



Questions

- What modes (phone, email, chat, text, other) does your library currently offer?
- What are you considering launching, or in the process of launching?

Today's Webinar

Introduction

Part 1: Planning and/or enhancing distance reference services

Discussion and Q&A

5 minute break

Part 2: Developing and sustaining distance reference services

Discussion and Q&A

Part 3: Assessing distance reference services

Discussion & Q&A

Part 1

Planning and/or enhancing virtual reference services

Philosophy of Virtual Reference Service



RUSA Guidelines for Behavioral Performance of Reference and Information Service Providers

RUSA Guidelines for Implementing and Maintaining Virtual Reference Services

OCLC QuestionPoint's 24/7 Cooperative Reference's Performance Guidelines

Service Goals

- An evolving understanding of user populations which informs evolution of services
- Best service with resources available to meet a population's needs
- User experience, learning, and emotional satisfaction should be high



Will one (or more) of the remote services be available extended hours—in the evenings and weekends (or even 24/7)?

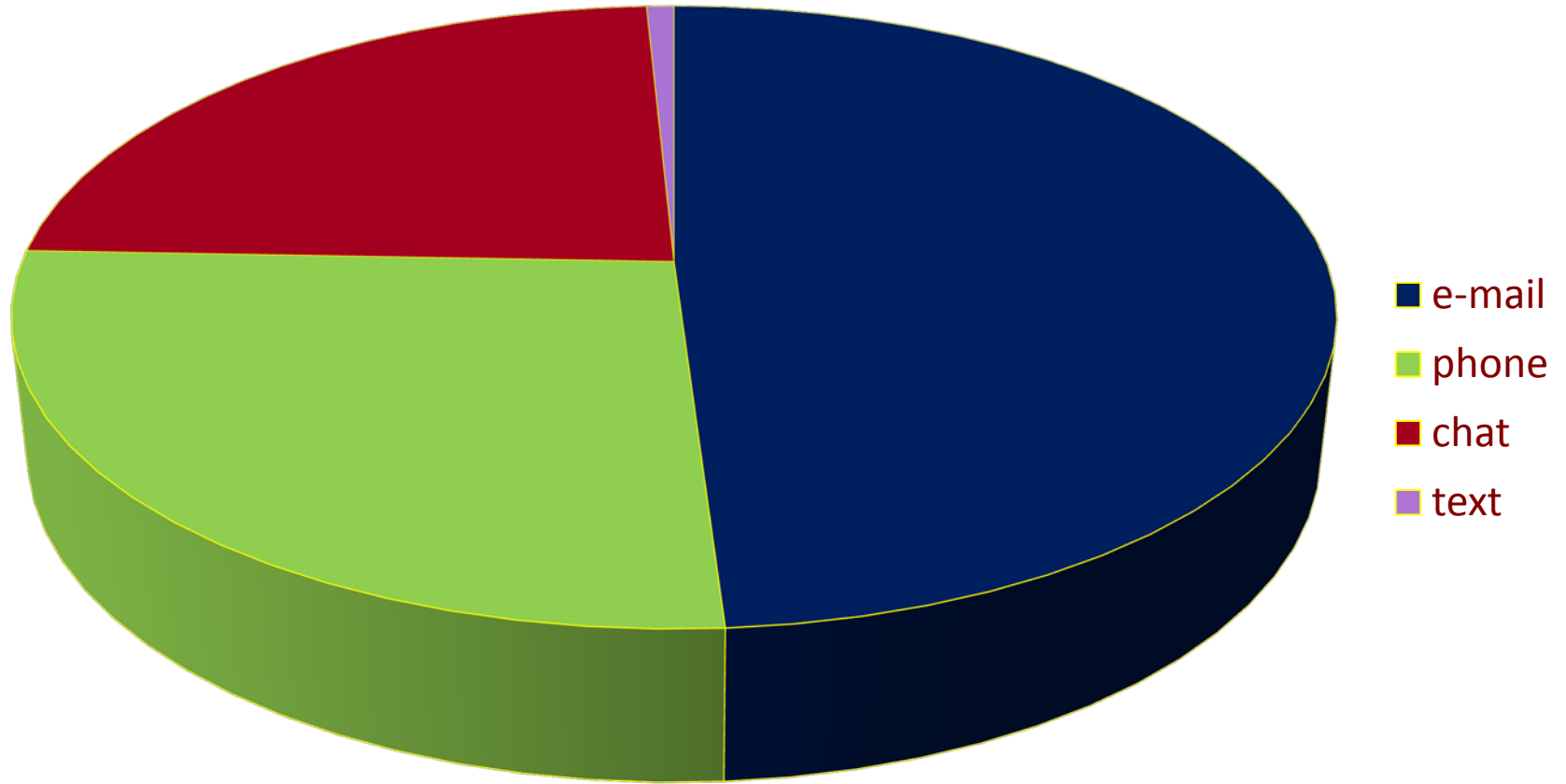


Remote or distance reference modes =

- Phone
- Email
- [self-service FAQs, web pages, guides, etc.]
- Chat/Instant Message (IM)
- Text



Remote reference modes



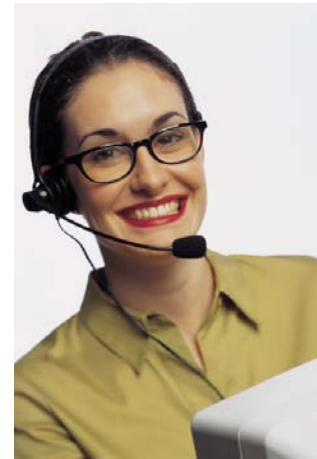
Phone



- Efficient and effective use of time and energy
- Requires undivided attention
- Can be used in conjunction with computers

Phone as software & communication

- Be able to transfer; put on hold, etc.
- Professional, friendly, approachable tone
- Inquire – reference interview
- Be able to offer search help
- Provide instruction
- Refer or follow-up



Email



- Convenient
- Not instantaneous
- Clarity & precision can be problematic

Email as Communication



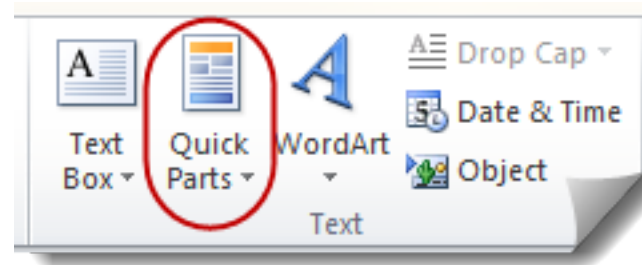
- Good judgment
- Balancing incomplete knowledge of user needs with instruction and substantive response
- A professional & friendly tone
- Referral or move to another mode

Email software & workflow



- Know how to use the program—reply, forward, attach, link, etc.
- Establish staff workflows
- Establish guidelines, timeframe, etc. for responding

Email efficiencies



UNIVERSITY LIBRARIES



▶ Search & Find

Services

▶ Help

▶ About Us

▶ University Libraries



Ask a Librarian

▶ Services A-Z

Borrowing Information

Equipment Lending

Study Spaces & Computing

Print, Copy, Scan

Interlibrary Loan

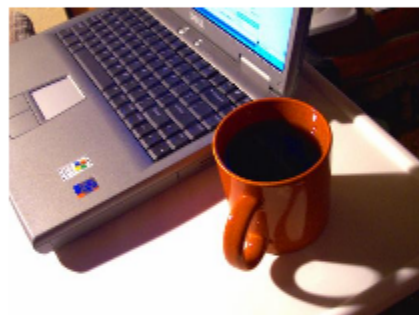
Document Delivery

For Faculty & Instructors

For Graduate Students

SERVICES

For Distance Students & Faculty



Are you in an online program? A UA South student? Studying abroad?

For whatever reason, if you can't make it to campus—don't worry! We can still support all of your research needs.

Need a book?

Just because you don't live near campus doesn't mean you can't access the millions of books through the library. We deliver!

Even if we don't own a particular book, we can get it for you from another library.

The cost is \$6 for the first book and \$2 for each additional book, plus shipping and handling. This fee is waived for UA South students. (Be sure to include your shipping address in the note area of the request form.)

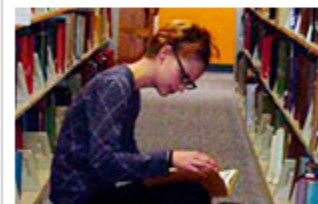
[Request a book.](#)

Need a book chapter or journal article?

Sometimes, you need an article that we don't have access to online. Or maybe



(c) Scott Kinrossier




FAQs or Web pages for users and librarians

NEW YORK UNIVERSITY LIBRARIES

Search:

HOME FIND RESOURCES RESEARCH ASSISTANCE SERVICES ABOUT HELP

 Get Help

- Ask a Librarian
- Search This Site
- Connect From Home
- FAQs
- Renew/Recall A Book
- Site Map
- Comments

Frequently Asked Questions

Quick Links

- All FAQs
- Search This Site
- Site Map

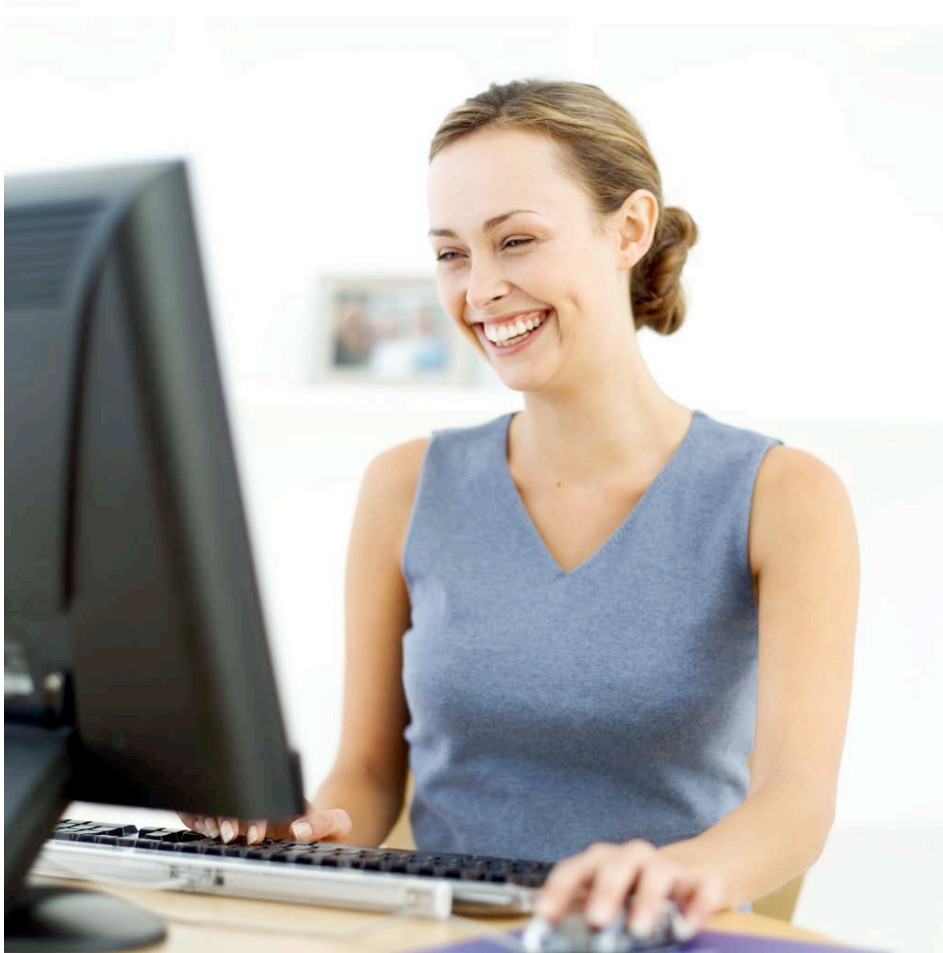
FAQs by Category

about arch article audio **blackboard** **bobcat** book book
chapters **borrow** cite **collections** computing contact us
copyright course materials coursepacks create a link **databases**
e-journals e-reserves food phone restroom full text getit **help** id images
images and photos instruction **library account** pdf photocopy print
publishing request **research** reserves scan scanning **services**
study **teaching** tools video visit

Search FAQs

Search:

Chat/Internet Message



Chat/Internet Message Software

- Automated messages
- Scripts & urls
- Capture user's email
- **TRANSCRIPTS!!!!!!!!!!!!!!!!!!!!**
 - Store & send transcripts
- Protect user privacy
- Statistics and reports!
- Screen-sharing technologies are great but not the only way!



Scripts

“Hello. Your librarians are not online right now; I’m helping them out by answering questions. I’m reading your question....”

"Useful career information can be found in the Bryant & Stratton Virtual Library. Login to the Virtual Library and select the menu item 'Career Planning'--the item 'Helpful Tools' contains links to useful web resources while the item 'Research Databases' contains a link to the EbscoHost database 'Vocational & Career Information.' Another good source is the document "Career Resources Guide" available at vl.bryantstratton.edu/Portals/0/CareerResources.pdf."

Patron Chat

IM (0)

Queues

New (1)

My Active (0)

All (1)

Librarians (58)

Librarian	Queues	Queue (1	Active	Time
Eli Rood (2	B UW LIB	0	15:55:36
NANCY HU	2	B UW LIB	0	16:43:58
Lianna Ke	44	A Queens	0	15:59:26
44 Sharor	43	A Brookly	0	15:56:40

Tools

Policies

Info

Scripts

URLs

Notes

Send

Cobrowse

Transfer

End Session

Chat/Internet Message Software

- Know the software
- Comfort with the software in high pressure situations
- Develop technical & workflow workarounds for needs that the software can't handle



Chat/IM Communication Behaviors

- Approachable, interest, friendly, professional
- Reassuring, non-confrontational
- Inquire – **reference interview is crucial**
- Balance user's time & interest with providing substantive response
- **Maintain contact**
- **Aim to instruct** and offer search help
- Follow up & refer

Chat/IM

Con: Staff may feel chat is inefficient-- the amount of typing, the feeling they can't express themselves as well as in person...

Pro:

But can assist multiple patrons simultaneously



Chat/IM

Users can control the pace of the interaction and learn at their own speed!

User satisfaction can be very high!


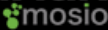


Text software

- Autoresponders
- Counting characters
- Scripts & urls
- Tiny url
- Footers
- Protection for user privacy
- Be able to follow-up with user
- Statistics and reports!
- **Transcripts!!!!!!!!!!!!!!!!!!!!**



Text statistics

 **Text a Librarian**
powered by:  mosio

[My Microboards](#) | [Settings](#) | [Help](#) | [Logout vac11](#)

Keyword: culib

Viewing Chronologically [Change](#) [My Notifications](#)

Monthly Conversation Count - culib

Month	Total Incoming Texts	Distinct Patrons w/ a Conversation	Number of Conversation Threads	Number of Follow-ups in Threads	TFI Sent (Text For Instructions)	First Time TFI	First Time Conversations
12/2012	3	2	2	1	0	0	2
11/2012	12	7	9	3	0	0	6
10/2012	10	6	8	1	1	1	6
9/2012	15	12	13	1	1	1	10
8/2012	5	4	4	0	1	1	4
7/2012	1	1	1	0	0	0	1
5/2012	3	1	2	0	1	1	1
4/2012	13	8	10	0	3	3	8
3/2012	9	7	7	2	0	0	7
2/2012	7	5	6	1	0	0	4
1/2012	5	5	5	0	0	0	3
12/2011	9	5	6	2	1	1	5
11/2011	4	4	4	0	0	0	4
10/2011	5	4	4	1	0	0	4
9/2011	9	8	8	1	0	0	8

Texting

- Approachable
- Reassuring, non-confrontational
- Inquire – reference interview
- Offer search help
- Instruct as much as possible
- Follow up & refer



All in 140-160 characters!

are there mac laptops and chargers available for renting at the ives library ?

[\[Translate\]](#)



patron858767 (1 Q)

Fri Feb 12, 2010 12:26pm

[add answer](#)



You mean the ILR library? Unfortunately no, they do not have any laptops for loan.

jpc27 (0 Q / 7 A)

Fri Feb 12, 2010 12:35pm



[Comment to jpc27](#)



Hi. Mann Library Circulation Desk lends Mac laptops and chargers. 255-3296. Open till 2am. today. nss3

okuref (0 Q / 33 A)

Tue Feb 16, 2010 11:14am



[Comment to okuref](#)

[Permalink](#)

where do i find information on how to cite scientific studies for my nutrition health and society paper?

[Translate]



patron3075 (1 Q)

Wed Sep 16, 2009 4:59pm

add answer



Hi. By cite you mean list studies in your bibliography & refer to them in your paper? Try APA style <http://www.library.cornell.edu/resrch/citmanage/apa>.

Mann Library 607-255-5406 mann_ref@cornell.edu

okuref (0 Q / 33 A)

Wed Sep 16, 2009 5:03pm



[Comment to okuref](#)

[Permalink](#)

New, and not so new, technologies?

- Twitter, Facebook, Google Plus...
- Skype, videoconferencing...
- Jing, screencasting...
- Second life, augmented reality...
- Others?



Google Co-Founder Sergey Brin Sports the New Google Glasses at Dinner in the Dark, a Benefit for the Foundation Fighting Blindness -- San Francisco, CA

Staffing Challenges







Who?
What?
When?
Where?
How?



Tiered staffing

- Confer
- Consult
- Refer



Cooperative or collaborative service: Guidelines for Cooperative Reference Services

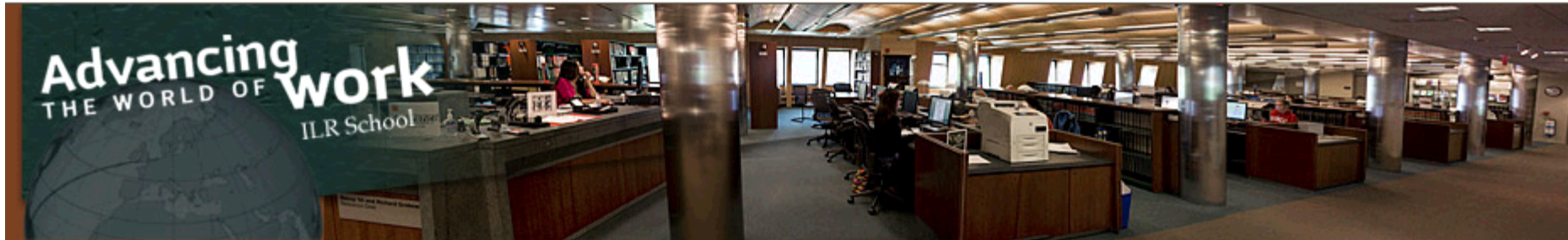


- Mission
- Service
- Communication
- Quality

Where?



- Reference desk?
- Office?
- Other space? (digital reference services space)



Catherwood Library

Catherwood Library, Ives Hall, 607-255-5435

[Best of the Web](#)

[Find Materials](#)

How Do I

[Citing Sources](#)

[Literature Review](#)

[Subject Guides](#)

[Course Guides](#)

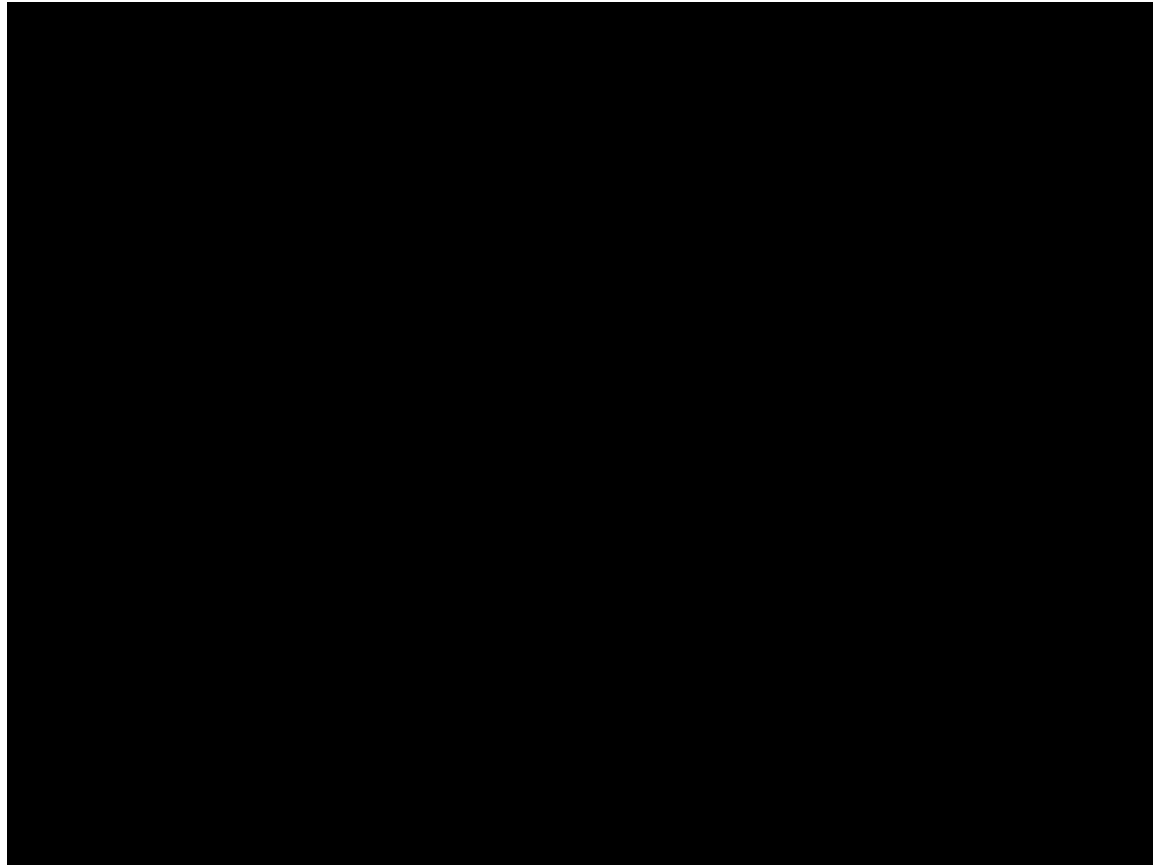
[News from the World of Work](#)

[Question of the Month](#)

How Do I

- [Search Library Catalog](#)
- [Search Journal Articles](#)
- [Cite Sources](#)
- [Conduct a Literature Review](#)
- [Schedule a Research Consultation](#)
- [Sign-up for a Workshop or Tour](#)

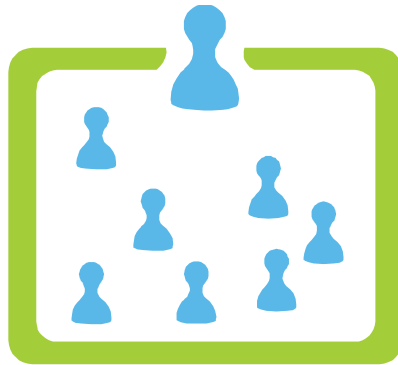




Tutorial: Research Minutes Series

“Identifying substantive news articles”

The Instruction Connection





English/Am St 2680. Culture and Politics in the 1960s

Tags: [american studies](#), [english](#), [uris_fall2012](#)

Last Updated: Oct 11, 2012

URL: <http://guides.library.cornell.edu/2680>

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- Find Books
- Find Articles
- Primary Sources
- Evaluate your sources
- Citing Sources
- Get Help

Home



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This Guide

Search

Helpful "Handouts"

[Research Strategy: Finding Information Efficiently](#)

[How to Critically Analyze Information Sources](#)

[Distinguishing Scholarly from Non-Scholarly Periodicals](#)

[MLA Citation Style](#)

[How Academic Literature Is Structured](#)

Culture and Politics in the 1960s



Inaugural Address of John F. Kennedy, 35th President of the United States. Washington, DC 20 January 1961.

Subject Guide



Tony Cosgrave

Contact Info

109 Uris Library
Cornell University
Ithaca, NY 14853
(607)255-7148

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[Profile & Guides](#)

Subjects:

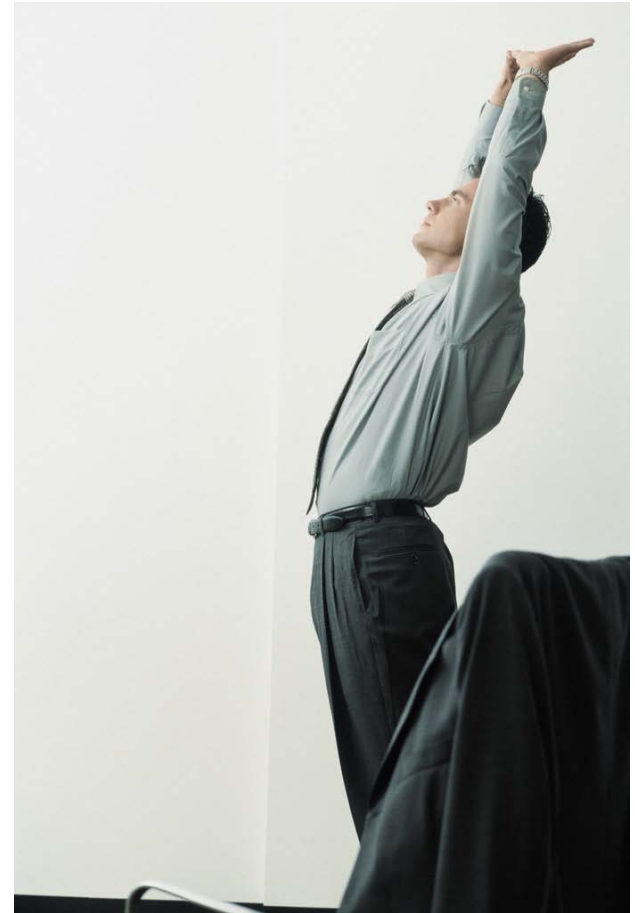
[Instruction Coordinator](#)

End of Part 1 of 3!

**Questions ? Comments?
Discussion?**

Five minute break

Let's all stand up
and stretch!



Part 2

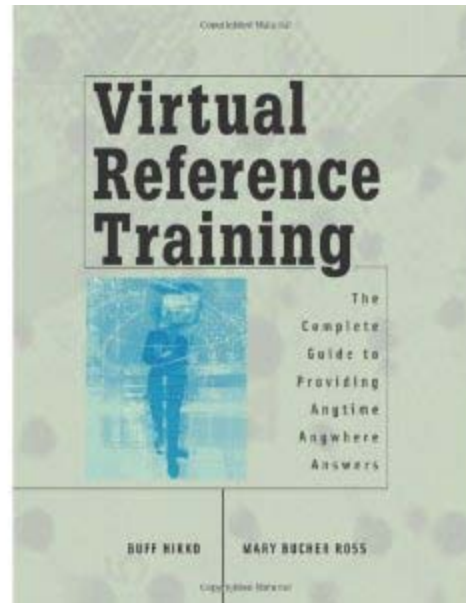
Developing and sustaining distance reference services

Training



-
- Service
Philosophy
 - Buy-in
 - Motivation





Hirko, Buff. **Virtual reference training : the complete guide to providing anytime, anywhere answers.**

Chicago : American Library Association, 2004.



Virginia Cole (100254670)

Monitoring: Live Queues

Patron Chat

IM (0)

Queues

New (0)

My Active (0)

All (1)

Librarians (76)

Patron	Queue	Question	Librarian
Erika	B CORNELL (I am trying to COS funding	Cornell Libr

Tools

Policies

Info

Scripts

URLs

Notes

Send

In Conference Mode

Leave Session

RUSA Guidelines for Behavioral Performance of Reference and Information Service Providers (2004)

<http://www.ala.org/rusa/resources/guidelines>


OCLC QuestionPoint's 24/7 Cooperative Reference's Performance Guidelines

<http://wiki.questionpoint.org/w/page/13839421/247-Best-Practices>

Quality benchmarks

- Greeting
- Reference interview
- Resource selection
- Level of search assistance
- Interpersonal communication skills
- Concluding the session

Sharing Transcripts for Learning

Patron: <@cornell.edu>	Status: 
Assigned: Cornell Librarian 1	Received: 13:42:20 2011/01/05 (GMT -0500)
Wait Time: 15	Session Time: 629
Language: English	
Question: [8277940] Chat Transcript: I am trying to find the following article: Dynarski, S. and J. Gruber. 1997. "Can Families Smooth Variable Earnings?" Brookings Papers on Economic Activity	
Descriptive Codes Reference	
IP Address: 128.84.48.71	
Referer: http://www.library.cornell.edu/ask	
Browser/OS: Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	
Cobrowse: No	
Category: CORNELL	
How are you affiliated with Cornell?	Student
Where are you located right now?	Cornell Institute for Social and Economic Research
Question History	
Patron: 13:42:20 2011/01/05 (GMT -0500)	Chat Transcript: I am trying to find the following article: Dynarski, S. and J. Gruber. 1997. "Can Families Smooth Variable Earnings?" Brookings Papers on Economic Activity
Note 1: 13:42:20 2011/01/05 (GMT -0500)	Patron's screen name: Michael
Librarian 1: 13:42:36 2011/01/05 (GMT -0500)	Librarian 'Cornell Librarian 1' has joined the session.
Librarian 1: 13:43:03 2011/01/05 (GMT -0500)	Hi Michael, is this an article in a journal or a book?
Patron: 13:43:27 2011/01/05 (GMT -0500)	it's in a Brookings Papers on Economic Activity volume
Librarian 1: 13:43:32 2011/01/05 (GMT -0500)	got it -
Patron: 13:43:33 2011/01/05 (GMT -0500)	i think it is considered a book
Librarian 1: 13:43:45 2011/01/05 (GMT -0500)	One moment, did you look up the Brookings papers in the catalog?
Patron: 13:44:04 2011/01/05 (GMT -0500)	i tried to

Coaching/Shadowing/Observation

- Support
- Assist
- Encourage



Flying solo

But don't be
too far away



- Suggest
- Guide
- Encourage
- Trust



Share Strategize



To: DIGIREF-L
Cc:
Subject: [digiref-l] 2012 chat scripts & urls

Hi all,

Jim, I've added your suggested script.

As a refresher, here are our scripts. They are grouped loosely by the order you'd use something from the list). I try not to have too many because scrolling is a pain.

Below the scripts are the urls scripts. Tip: when you send a link that begins with http:// the right way is to use http://www.cornell.edu/ but you don't want their browser to refresh because you've already seen the link and the link will be available to them in their email later. (You can send them script "3a. transcribe")

Name	Text
1a. hi I'm reading... Cornell collections.	Hello and welcome. This service is for Cornell's Ithaca Please let us know if you're a Cornell alumnus. I'm ready to help.
1b. hi how can I help? Cornell collections.	Hello and welcome. This service is for Cornell's Ithaca Please let us know if you're a Cornell alumnus. I'm ready to help.

Promotion & Marketing



Chat 10th Birthday Party

Requests

[Home](#)

Chat Reference's 10th Birthday Party!

On Thursday, April 8, 2010, at 3pm, Olin LibeCafé, chat reference celebrated its 10th birthday with cake and a round of "Happy Birthday!"



<http://www.library.cornell.edu/ask/chatbirthday>

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CCC LIBRARY: START YOUR RESEARCH HERE



NEW [Click Here to See New Library Materials!](#)

NEW! Database PowerSearch

1

Browse REFERENCE SOURCES
to start your research

2

search **CAYLIB**,
the Library catalog,
for books & media
in this Library


3

SEARCH for STREAMING VIDEO or E-BOOKS
(electronic books
in full-text) at this Library

4

search for **ARTICLES**
in magazines, journals
and newspaper
DATABASES



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[Home](#) >

Get Support

Contact the IT Service Desk

Hours 6 a.m. - 6 p.m.



[See known service issues](#)



Online

24/7 online help
[Search now](#)



Call

607-255-5500
for all services



Email

[Contact points
for services](#)



Walk In

119 CCC
on Ag Quad




Chat

Click the icon to start.
(Gray icon? Try again
later.)

Ask a Librarian Inside databases

Cornell University Library | Search | WorldCat | [View Library Account \(Sign in\)](#) | [WorldCat \(Sign in\)](#)

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Libraries to search: **Libraries Worldwide** | [Advanced Search](#)

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Search results for '**procopius**' limited to **Libraries Worldwide**

Format

- All Formats (2,495)
- Book (2041)
- eBook (126)
- Thesis/dissertation (80)
- Microform (67)
- Article (260)
- Peer reviewed (170)

Results **1-10** of about **2,495** (.66 seconds) [<< First](#) [< Prev](#) [1](#) [2](#) [3](#) [Next >](#)

[Select All](#) [Clear All](#) **Save to:** **Sort by:**

1.  **Procopius.**
by Procopius.
 Book
Language: English
Publisher: London, W. Haysman; New York, G. P. Putnam's Sons; 1933



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procopius

Search



[Advanced Search](#)

Keep search refinements New search

Search Results: Your search for **procopius** returned **19,266** results

Refine your search

- Items with full text online
- Limit to articles from scholarly publications, including peer-review
- Exclude Newspaper Articles
- Add results beyond your library's collection

Relevance  

Procopius



by Procopius
1914

History, Justinian I, Emperor of the East, 483?-565, Justinian I, 527-565, Byzantine Empire

 eBook: Full Text Online

In-house Promotional Material



Text a Librarian BETA

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Type Culib
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MONDAY - FRIDAY
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and get a response M-F
before 5pm

Easy as
1-2-3!
Dial 66746
Text Culib
Text Your
Question

Add our number
66746 to your
phone book today!



Posters, Table Tents & Business Cards
Designed by Laura Larrimore,
Communication Specialist at
Albert R. Mann Library

Twitter



The image shows a screenshot of the Twitter profile for CU Olin Library. The profile header includes a profile picture of a library interior, the name "CU Olin Library", the handle "@OlinLib", a bio describing services at Olin and Uris libraries, and the location "Cornell University, Ithaca, NY" with a website link. On the right side of the header, there are statistics: 289 tweets, 114 following, and 907 followers, along with an "Edit your profile" button. Below the header is a navigation menu with "Tweets", "Following", "Followers", and "Favorites". The main content area displays a tweet from the account, which includes a small image of the library and text asking for help with projects or papers, providing a link to a library service page and an "Expand" button.

CU Olin Library
@OlinLib
Services and resources at Olin and Uris--Cornell's humanities and social sciences libraries
Cornell University, Ithaca, NY · <http://olinuris.library.cornell.edu>

Edit your profile

289 TWEETS
114 FOLLOWING
907 FOLLOWERS

Tweets >
Following >
Followers >
Favorites >

Tweets

 **CU Olin Library** @OlinLib 1m
Need help with a project or paper? Cornell Librarians can help.
Ask a Librarian: library.cornell.edu/services/askal...
[Expand](#)

In the “classroom” during library instruction



Promotion, marketing

- Library Web Site
- Inside databases
- Through email, newsletters, blogs, social media, etc.
- Orientation mailings, email, fairs, etc.
- Library instruction

End of Part 2 of 3!

Questions ? Comments?
Discussion?

Part 3

Assessing Remote Reference Services

Assessment from RUSA

<http://www.ala.org/rusa/sections/rss/rssection/rsscomm/evaluationofref/measrefguide>



Reference and User Services Association

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You are at: [ALA.org](#) » [RUSA](#) » [RUSA Sections](#) » [Reference Services Section \(RSS\)](#) » [Measuring and Assessing Reference Services and Resources: A Guide](#)

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[Awards](#)

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[Guidelines, Standards & Definitions](#)

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[Online Learning](#)

[Professional Tools](#)

[Publications & Products](#)

[Rally Round RUSA](#)

[RUSA Sections](#)

Measuring and Assessing Reference Services and Resources: A Guide

Prepared by RUSA/RSS Evaluation of Reference and User Services Committee

Introduction

Measuring and Assessing Reference Services and Resources: A Guide offers an expansive definition of reference service, assessment planning advice, and measurement tools to assist managers in evaluating reference services and resources. The measurement tools presented here are fully analyzed for validity and reliability in The Reference Assessment Manual, RASD and Pierian Press, 1995. Where formally validated tools were not available, bibliographic references to assessment methods reported in the literature are provided.

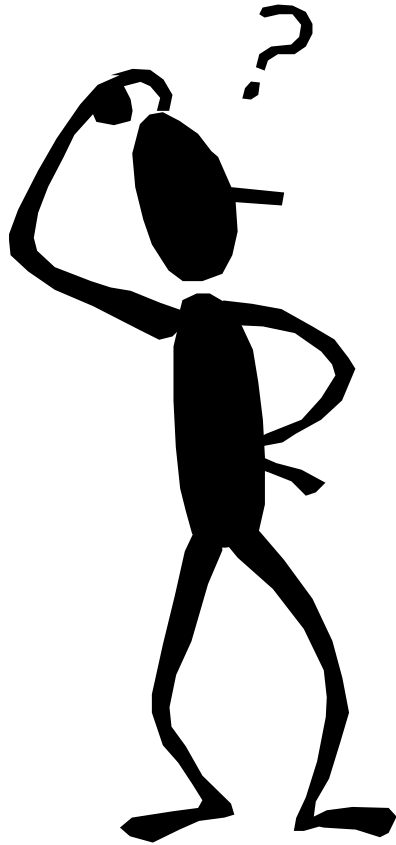
For a more comprehensive analysis of reference service assessment, consult these key reference works:

- Evaluating Reference Services: A Practical Guide. Whitlatch, JoBell. American Library Association, 2000.
- The Reference Assessment Manual. RASD and Pierian Press, 1995.
- Statistics, Measures, and Quality Standards for Assessing Digital Reference Library Services: Guidelines and Procedures. McClure, Charles, R. David Lankes, Marilyn Gross, and Beverly Choltco-Devlin. Information Institute of Syracuse, School of Information Studies; School of Information Studies, Information Use Management and Policy Institute, Florida State University, 2002.

Additional Assessment Resources

Statistics, Measures and Quality Standards for Assessing Digital Reference Library Services: Guidelines and Procedures. McClure, C., Lankes, R. David, Gross, M., and Choltco-Devlin, B. (2002). ERIC Clearinghouse on Information and Technology; Syracuse, NY.
<http://quartz.syr.edu/rdlankes/Publications/Books/Quality.pdf>

Assessment



What are your goals?

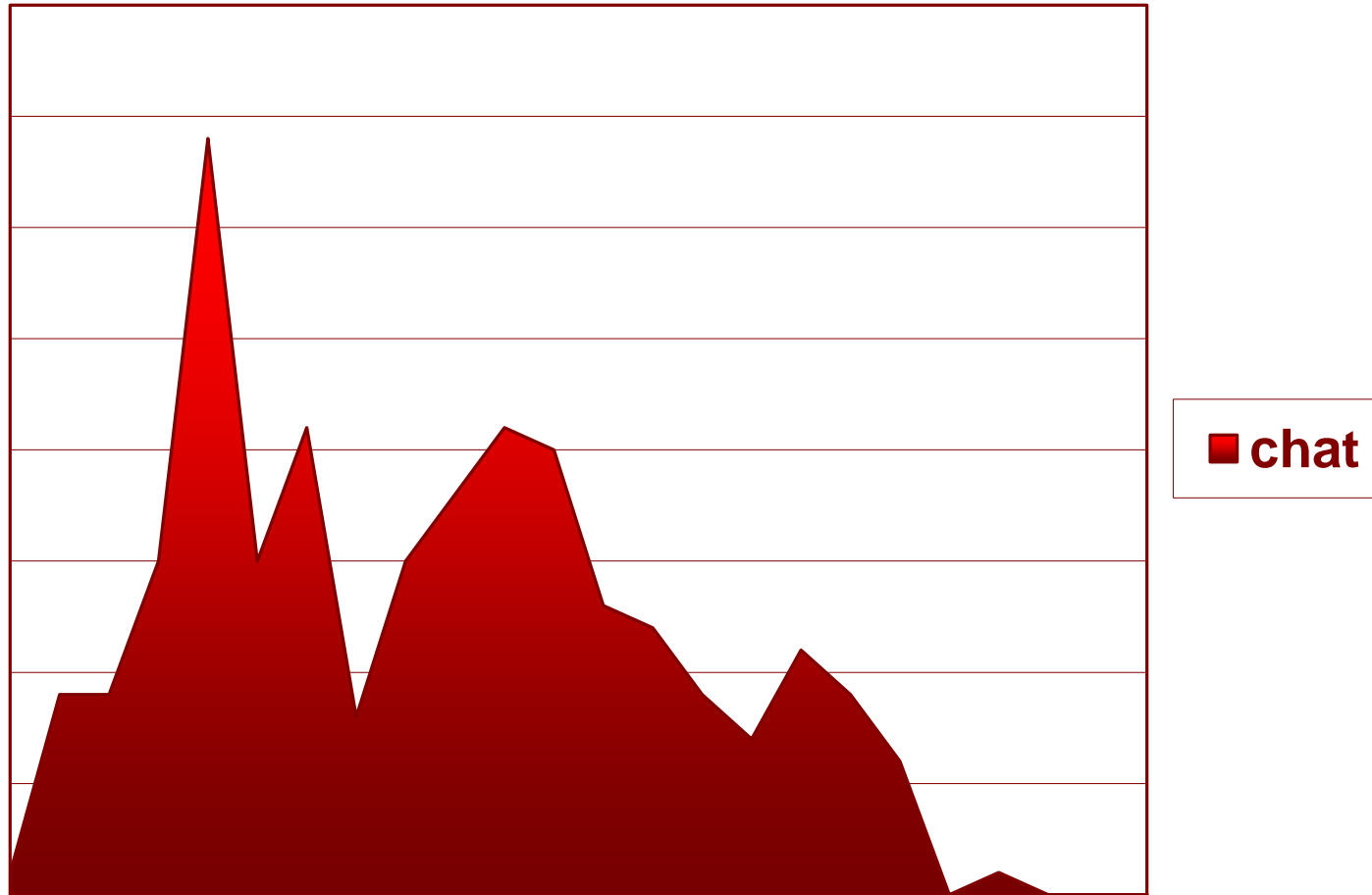
- General planning?
- Service improvement?
- Resource development?
- Budget advocacy?

Factors?

- Service use
- Patron satisfaction
- Service quality

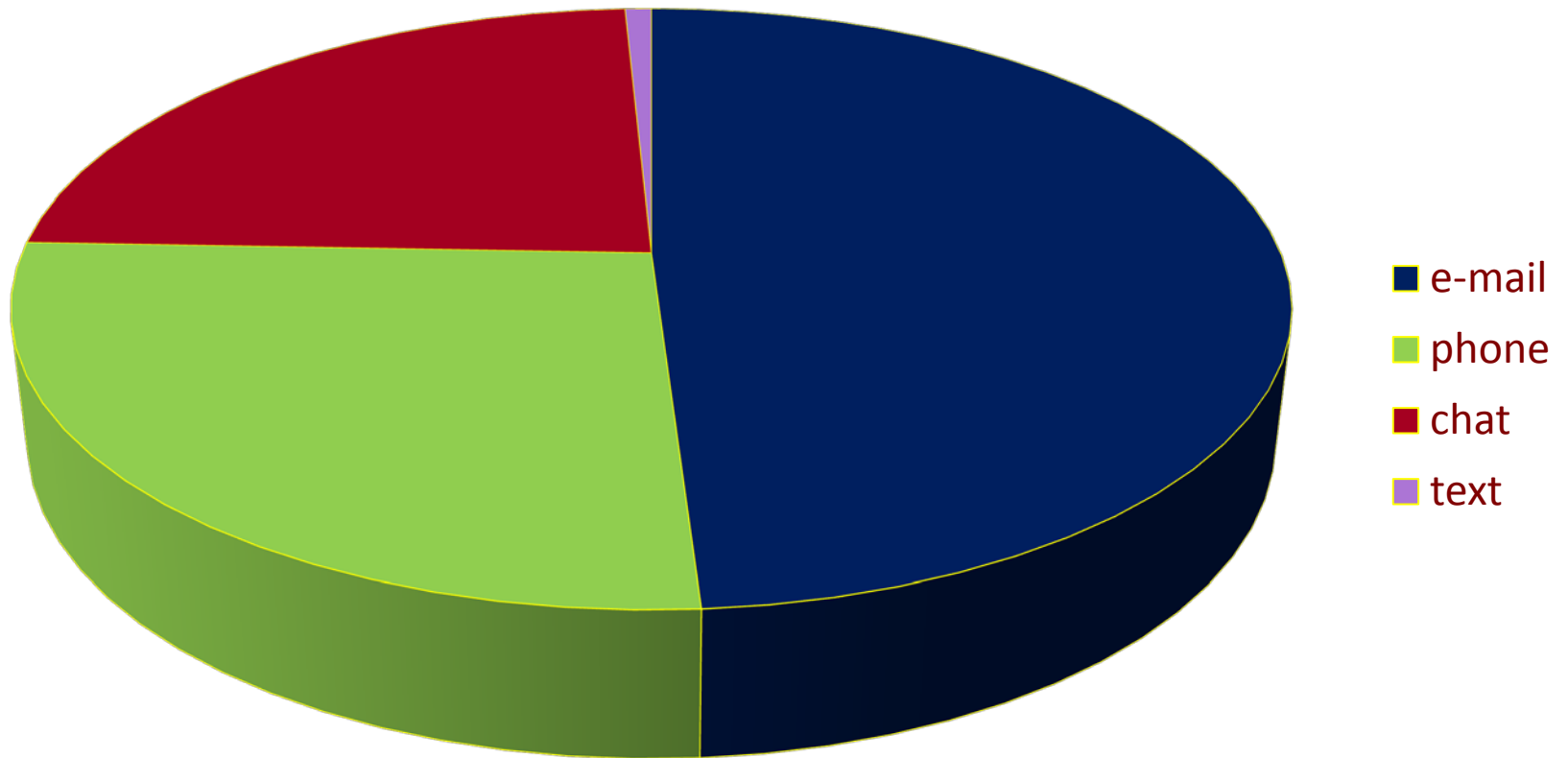


Analyzing use



Analyzing modes

2012



User feedback—surveys, comments, transcript review, thanks, etc.

Survey Questionnaire

English

Please select the most appropriate answer to the following questions or statements. The information that you provide will help us to the system better for all of our users.

Patron Survey Form:

Question

1. This was the first time I used this service:

- Negative or No
- Neutral or N/A
- Positive or Yes

2. I received a better answer from this resource than I would have found on my own:

- Negative or No
- Neutral or N/A
- Positive or Yes

3. Was this service easy to use?

- Negative or No
- Neutral or N/A
- Positive or Yes

4. This is a needed service and should be continued.

- Negative or No
- Neutral or N/A
- Positive or Yes

5. Were you satisfied with the answer you received to your reference question?


- Satisfied
- Not Satisfied
- Somewhat Satisfied

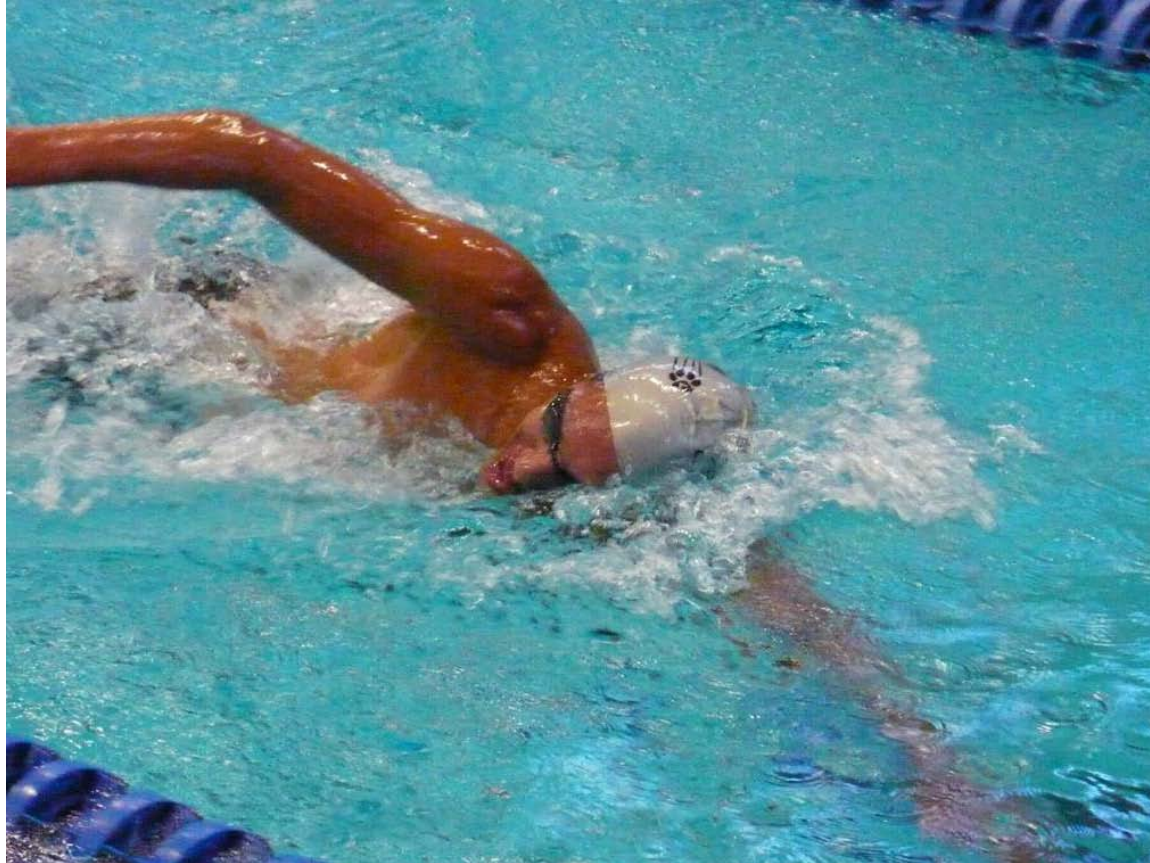
6. The quality of the library staff service in answering this request was?

- Excellent
- Good

Transcript Review for Quality

—chat, email, text, etc.

Patron: <@cornell.edu>	Status: 
Assigned: Cornell Librarian 1	Received: 13:42:20 2011/01/05 (GMT -0500)
Wait Time: 15	Session Time: 629
Language: English	
Question: [8277940] Chat Transcript: I am trying to find the following article: Dynarski, S. and J. Gruber. 1997. "Can Families Smooth Variable Earnings?" Brookings Papers on Economic Activity	
Descriptive Codes Reference	
IP Address: 128.84.48.71	
Referer: http://www.library.cornell.edu/ask	
Browser/OS: Mozilla/5.0 (Windows; U; Windows NT 6.0; en-US; rv:1.9.2.13) Gecko/20101203 Firefox/3.6.13 (.NET CLR 3.5.30729)	
Cobrowse: No	
Category: CORNELL	
How are you affiliated with Cornell?	Student
Where are you located right now?	Cornell Institute for Social and Economic Research
Question History	
Patron: 13:42:20 2011/01/05 (GMT -0500)	Chat Transcript: I am trying to find the following article: Dynarski, S. and J. Gruber. 1997. "Can Families Smooth Variable Earnings?" Brookings Papers on Economic Activity
Note 1: 13:42:20 2011/01/05 (GMT -0500)	Patron's screen name: Michael
Librarian 1: 13:42:36 2011/01/05 (GMT -0500)	Librarian 'Cornell Librarian 1' has joined the session.
Librarian 1: 13:43:03 2011/01/05 (GMT -0500)	Hi Michael, is this an article in a journal or a book?
Patron: 13:43:27 2011/01/05 (GMT -0500)	it's in a Brookings Papers on Economic Activity volume
Librarian 1: 13:43:32 2011/01/05 (GMT -0500)	got it -
Patron: 13:43:33 2011/01/05 (GMT -0500)	i think it is considered a book
Librarian 1: 13:43:45 2011/01/05 (GMT -0500)	One moment, did you look up the Brookings papers in the catalog?
Patron: 13:44:04 2011/01/05 (GMT -0500)	i tried to



**Not only can reference librarians provide online lifelines for distance education students,
if all goes well, we can help them learn to swim too!**

Free Software for Chat

- **Trillian** www.trillian.im/ Trillian, the free *instant messenger* for Windows, MacOS X, Android, iPhone, BlackBerry, and the Web. Supports Windows Live, Facebook, Twitter, Yahoo, ...
- <http://mashable.com/2010/01/25/gtalk-aim-fbchat/>
- **Pidgin, the universal chat client** www.pidgin.im/ A free chat client used by millions. Connect easily to MSN, Google Talk, Yahoo, AIM and other chat networks all at once.
- Twitter, Facebook, Gmail chat

Proprietary Software for Chat

- OCLC QuestionPoint
- Library H3lp
- Altarama

Text Software

- Free

- Twitter

- Proprietary

- Text a Librarian, Altarama, Library H3lp, etc.

- Collaborative Texting: My Infoquest

- <http://myinfoquest.info/>

- More:

- http://www.libsuccess.org/index.php?title=Online_Reference

Free Wiki software for FAQs and other content

<http://www.clickonf5.org/7599/10-free-opensource-wiki-software-engine/>

GUIDELINES

American Library Association. Reference and User Services Association.

RUSA Guidelines <http://www.ala.org/rusa/resources/guidelines>

Guidelines for Behavioral Performance of Reference and Information Service Providers (2004)

Guidelines for Cooperative Reference Services (2006)

Guidelines for Implementing and Maintaining Virtual Reference Services (2010)

Guidelines for Information Services (2000)

RUSA. **Measuring and Assessing Reference Services and Resources: A Guide.**

<http://www.ala.org/rusa/sections/rss/rsssection/rsscomm/evaluationofref/measrefguide>

OCLC QuestionPoint's 24/7 Cooperative Reference's Performance Guidelines

BOOKS

Hirko, Buff. **Virtual reference training : the complete guide to providing anytime, anywhere answers.**

Chicago : American Library Association, 2004.

Kern, M. Kathleen. **Virtual reference best practices : tailoring services to your library.** Chicago : American Library Association, 2009.

McClure, Charles R. **Statistics, measures, and quality standards for assessing digital reference library services : guidelines and procedures.** Syracuse, N.Y. : Information Institute of Syracuse, School of Information Studies, Syracuse University ; Tallahassee, Fla. : School of Information Studies, Information Use Management and Policy Institute, Florida State University, [2002]

Virtual Reference Desk Conference (3rd : 2001 : Orlando, Fla.). **Implementing digital reference services: setting standards and making it real** / edited by R. David Lankes ... [et al.].

New York : Neal-Schuman Publishers, c2003.

COLLECTED ARTICLES

Miller, W., & Pellen, R. M. **Improving Internet reference services to distance learners.** Binghamton, NY: Haworth Information Press, 2004. Co-published simultaneously as Internet Reference Services Quarterly, volume 9, numbers ½, 2004.

Miller, W., & Pellen, R. M. **Internet reference support for distance learners.** Binghamton, N.Y: Haworth Information Press, 2004. Co-published simultaneously as Internet Reference Services Quarterly, volume 9, numbers ¾, 2004.

ARTICLES

Coonin, Bryna, and Angela Whitehurst. "**The Assessment Portfolio: A Possible Answer To The Distance Education Assessment Dilemma.**" Internet Reference Services Quarterly 16.3 (2011): 91-97.

Coonin, Bryna, Beth Filar Williams, and Heidi Steiner. "**Fostering Library As A Place For Distance Students: Best Practices From Two Universities.**" Internet Reference Services Quarterly 16.4 (2011): 149-158.

Lee, Lisa Sandra. "**Reference Services For Students Studying By Distance: A Comparative Study Of The Attitudes Distance Students Have Towards Phone, Email And Chat Reference Services.**" New Zealand Library & Information Management Journal 51.1 (2008): 6-21.

Thanks!

**Questions? Comments?
Discussion?**