Digital Reference Initiatives in Louisiana

Presenters: Ladonna Guillot, J B Hill, Ed Rock, Alexia Sheck and Melanie Sims

Moderator: Megan Lowe

2004 LOUIS Users Conference (LUC)
October 19, 2004
Digital Reference
An Introduction

Presenter: J. B. Hill

2004 LOUIS Users Conference (LUC)
October 19, 2004
Digital Reference

Also known as:

- Virtual reference
- Electronic reference
- E reference
- Online reference
Definition of Digital Reference

“A mechanism by which people can submit their questions and have them answered by a library staff member through some electronic means (e-mail, chat, Web forms, etc.) not in person or over the phone.”

Methods of Digital Reference

- E-mail & Web forms
- Chat
- Instant messaging
- Web contact center software
- Digital reference software
Features of Synchronous Digital Reference

- Chat
- Web page pushing
- Web page escorting or co-browsing
- Audio (VOIP) and video transmission
- Session transcripts for patrons
Digital Reference in Louisiana - History

- First e-mail reference service: New Orleans Baptist Theological Seminary in 1995
- First chat reference service: Northwestern State University in 2000
- First sustained digital reference service: Louisiana State University, Jan. 2002-
- First 24/7 digital reference service: Loyola and Southeastern, Aug. 2003-
Digital Reference in Louisiana - Today

- Most academic libraries offer e-mail reference
- 5 academic libraries offer synchronous digital reference
  - LSU & LSU Law – Live Assistance
  - Loyola – Tutor.com
  - Southeastern – Tutor.com
  - Tulane – QuestionPoint
Contact Information

J. B. Hill

jbhill@selu.edu
Sims 985-549-3952

http://www.selu.edu/Library/forms/askref.html
Live Assistance at LSU

Presenter: Melanie Sims

2004 LOUIS Users Conference (LUC)
October 19, 2004
Virtual Reference Service at LSU

- Service began January 2002
- Initially 25 hours of service per week
- Currently 41 hours of service per week
- Combination staffing of librarians, library associates and graduate assistants
Ask a Librarian

Frequently Asked Questions
This is a list of questions that have been commonly asked by users. Please consult this list to see if your question has been answered.

Telephone Reference
You may call the Middleton Library Reference Desk for assistance at (225) 578-8875 during regular reference hours.

Email Reference
To submit your question to a librarian with a particular subject specialty, consult our liaison web page. If the question is not subject specific, use our form.

You may submit questions 24 hours a day, 7 days a week. Please state your question as clearly as possible to facilitate a prompt response. Replies are normally sent via email within 24 hours, excluding weekends and holidays.

We give priority to faculty, students, and staff of Louisiana State University. Others will be assisted if their request concerns Louisiana State University or unique resources of Louisiana State University.

Live Assistance
Live Assistance is our live chat service. Log on here to chat live with a librarian Monday and Wednesday 9 a.m. until 8 p.m., Tuesday and Thursday 9 a.m. until 6 p.m., and Friday 12:00 noon - 3:00 p.m.
Our virtual reference desk is designed to provide live, brief answers to factual questions and/or suggestions for locations and sources which might help to answer your question.

If you would like to chat live with a librarian, fill out the form below. **Live Assistance Hours**

Hours may vary during holidays and intersessions.

Monday and Wednesday: 9:00 a.m. - 8:00 p.m.
Tuesday and Thursday: 9:00 a.m. - 5:00 p.m.
Friday: 12:00 noon - 3:00 p.m.

The phone number for The Middleton Library is (225) 578-8875

**This form is not secure. You may log on anonymously if you prefer not to have this information transmitted over the Internet.**

Name: 

Email: 

Phone Number: 

[Enter Chat]
<table>
<thead>
<tr>
<th><strong>Total Chat Time:</strong></th>
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<td>00:00:27</td>
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<tr>
<td><strong>Country:</strong></td>
<td>N/A</td>
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<tr>
<td><strong>Phone:</strong></td>
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<td><strong>Fax:</strong></td>
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<td>Per Chat</td>
</tr>
<tr>
<td><strong>Price for Chat:</strong></td>
<td>0.00</td>
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</table>

**Question**

No Question Was Asked or Requested in the Form.

**Session Transcript Text**

tor Librarian is connected to Louisiana State University.
Anonymous is connected to Louisiana State University.

Librarian: Hi, may I help you?
Anonymous: hey i want to know if LSU subscribes the chemistry journal-SYNLETT
Anonymous: is there any way i can get that journal
Librarian: LSU does not subscribe to Synlett.
Librarian: You may request the article through Ingenta if you are a graduate student and/or faculty member. If you are an undergrad, you may request the article through Interlibrary loan.
Anonymous: ok thank you very much

**Send Session Transcript**

If you'd like to send this transcript to a customer or someone other than the merchant, enter their email address below and click 'Send to Customer'. Otherwise, just click the 'Send to Merchant' button to send it to the merchant's email address.

Enter Email Address to Send Transcript To:

[Send to Customer] [Send to Merchant]
User Feedback to Live Assistance

- 69% of the users rate the service as excellent and would very strongly recommend it to others.
- 31% use the service once or twice a day.
- This service helped me out when I really needed it. Thanks and keep up the good work.
- This was great. It was much better than being put on hold on the telephone.
Live Assistance at LSU

- Challenges encountered
- Key components to a successful service
- Future plans for service
Contact Information

Melanie Sims
notmes@lsu.edu
LSU 225-578-6575

http://www.lib.lsu.edu/virtual/
QuestionPoint
at Tulane University

Presented by: Ed Rock

2004 LOUIS Users Conference (LUC)
October 19, 2004
QuestionPoint at Tulane University

- How we got started
- Number of providers
- Hours of service
- E-mail & Chat guidelines
- Our particular challenges
QuestionPoint at Tulane University

Welcome to QuestionPoint.org, a dedicated resource for users of the QuestionPoint virtual reference service. Here you’ll find news and product updates, assistance for new and experienced users, and community features that extend and enhance the collaborative nature of the service.

New to Virtual Reference? Want to learn more about how you can reevaluate and enhance your library’s reference services? Visit the “Evolve Your Reference Services” website and discover how your library can evolve with your users’ changing needs and expectations. Among the supplemental tools on the site are a sample user questionnaire and a “Dream Scenario Worksheet” that may help you think creatively about new possibilities for your reference solutions.

Using QuestionPoint
QuestionPoint at Tulane University

Active Questions

This list shows New and Pending questions submitted by your patrons. Click on the Referral link above to see questions you've referred to other libraries, or they to you. Click on the Closed link to see questions that have been closed.

GO Question ID: 

View Assigned to: All

Displaying: 1 - 1 of 1
QuestionPoint at Tulane University
QuestionPoint at Tulane University

Goodbye, Rock Ed.
The current Chat session has ended. Thank you for using Ask a Librarian Chat.

Close Window

Question ID: 508014

Set the status for this Chat Transcript by submitting one of the following:
- New
- Pending
- Answered
- Closed

Submit
QuestionPoint at Tulane University

- Special interface features
- Patron response to our service
- Administration response to digital reference
- Upcoming changes
- Our future plans
Contact Information

Ed Rock
erock@tulane.edu
Tilton 504-314-7823

http://library.tulane.edu/help/index.php
Tutor.com at Southeastern

Presenters: Ladonna Guillot and Alexia Sheck

2004 LOUIS Users Conference (LUC)
October 19, 2004
History of Southeastern Virtual Reference

<table>
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<th>VRD Service</th>
<th>Partner</th>
<th>No. of Hrs per Week</th>
<th>Total Hrs per Week</th>
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<td>SLU, Outsource</td>
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<td>168</td>
</tr>
</tbody>
</table>
Tutor.com Recognizes Virtual Reference Innovators at ALA!

Most Innovative VR Web Site Design
Librarian Access Point

Virtual Reference Toolkit Version 2.5

Username: jhall
Password: ********

Main Page

Patron Sessions - Assist patrons in queues, waiting rooms, and meeting rooms.
Session Inbox - The Multiple Inbox - Meeting Rooms

Knowledge Base - View and create material that you can use while helping patrons.
Folders - Slideshows

Monitors - Supervise current activity in the system.
Librarian Monitor

Other Features - Edit your dictionary, plan entry links, view online help, and change your password.
Dictionary Help
Password (Expires in: Never)

Scheduling - Training and Support Resources - MentorMe (available M-Th, 12-6 ET)
Librarian View

[Image of a computer interface showing a library chat session]

- **Librarian:** Alex
- **Duration:** 0h 08m 37s

**Ngoc Pham** (TRAINING4B)
- **Name:** Ngoc Pham
- **Distance:** No
- **Question:** I am looking for some information on Marketing Nutria
- **IP Address:** 147.174.1.163

**Patron**
- **Name:** Ngoc Pham
- **Time:** Session 0:04:00
- **Status:** Available

Message:
> I am looking for some information on Marketing Nutria

Welcome to Ask A Librarian Live! A librarian will be with you momentarily.

[Alex, a library staff member, is coming online...please wait.]

Page Preview

[Screen showing a chat window with a message and a chat history]

**Messages**

[Suggestions]

Send
Patron View

Ask A Librarian Live is a real-time, web-based reference service that features online librarians to help Southeastern students, faculty and staff find information to support their research.

To begin chatting with a librarian, fill out the form to the right and submit your question.

Librarians are available for online assistance during the following hours:

- Monday 9:00 am - 8:30 pm
- Tuesday 10:00 am - 8:00 pm
- Wednesday 10:00 am - 4:30 pm
- Thursday 10:00 am - 2:00 pm
- Friday 10:00 am - 2:00 pm
Patron View
Tutor.com Co-browsing Feature

Sims Memorial Library
Southeastern Louisiana University

Electronic Indexes and Databases

Indexes and Databases
(include magazine, newspaper, and journal articles)

- Alphabetical Title Directory
- Subject Directory
  - Arts and Humanities
  - Business
  - Education
  - Nursing and Medical

Full-Text Resources
- Electronic Books (eBooks)
  - netlibrary
  - Gutenberg Project
  - UNC's Library of Southern Literature
  - Online Books Page
- Ingenta Uncover
  - Delivery and Alerting Services

J3: Click "Subject Directory", highlighted by the red arrow.

Ngoc Pham: [Item sent - Sims Library Indexes & Databases]
Ngoc Pham: [Item sent - Sims Library]
Ngoc Pham: [Item sent - Sims Library]
J3: [Item sent - Sims Library]
Ngoc Pham: [Item sent - Sims Library Indexes & Databases]
J3: To search Lexis Nexis, go to the Indexes and Databases page by Respond and click the "Send" button.
Patron View
Tutor.com Co-browsing Feature

**Ask Live!**

**JB:** Each entry in the list is an article that appeared in the Advocate, the Times-Picayune or a Louisiana wire service.

**NEWEST**

**JB:** It appears that there have been quite a few articles in the past few years on cooking, eating and marketing nutria meat.

**JB:** Let’s search the “previous five years” instead of the default “previous six months.” Click on the Search button when you have entered all of the necessary information.

Respond and click the "Send" button

Send

End Call

5:47 PM
Librarian View

Tutor.com Co-browsing Feature

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LexisNexis™ Academic

Copyright 2000 Capital City Press
The Advocate (Baton Rouge, LA.)

January 7, 2000, Friday METRO EDITION

SECTION: News; Pg. 13-A

LENGTH: 295 words

HEADLINE: State agency plans promotion for nutria meat *** Chef to prepare nutria sausage in stores

BODY:

The Louisiana Department of Wildlife and Fisheries will promote nutria as a food source by encouraging chefs to prepare nutria sausage in their restaurants. Nutria, a type of rodent, is abundant in Louisiana and is considered a sustainable food source. The promotion is part of the department's efforts to help reduce nutria populations and promote local cuisine. The chef who will prepare the nutria sausage is excited about the opportunity to create a new dish. The sausage will be available at a local restaurant, and the chef hopes to attract customers with a unique and healthy option. The promotion is also expected to raise awareness about the benefits of eating nutria.
LexisNexis™ Academic

Copyright 2000 Capital City Press
The Advocate (Baton Rouge, LA.)

January 7, 2000, Friday METRO EDITION

SECTION: News; Pg. 13-A

LENGTH: 295 words

HEADLINE: State agency plans promotion for *nutria* meat
*** Chef to prepare *nutria* sausage in stores

BODY:
The Louisiana Department of Wildlife and Fisheries will promote *nutria* as a *food* on Saturday.

Department officials and a chef will display *nutria* and pork sausage from 10 a.m. to 1 p.m. Saturday at the Winn-Dixie...
Virtual Group Meeting

- Private
- Date & Time
- Meeting Key & URL
- Set Number of Users
- Co-browsing
- Separate Queue
- No Extra Cost
Group Meeting Rooms

- Personal Meeting Room
- Advanced Meeting
- Multiwindow Advanced Meeting
- SLU MR -- Basic
- SLU Private MR -- Interact
- Training Private MR -- Basic
- Training Private MR -- Interact
- Webinar

Login > Main Page > Meeting Rooms
Librarian View
Virtual Group Meeting

Abstract: PURPOSE: A national survey was conducted to assess practice, knowledge, barriers, and perceptions regarding "Kangaroo Care" (KC)—the holding of diaper-clad preterm infants skin-to-skin, chest-to-chest by parents. DESIGN: A descriptive survey was conducted. METHODS: Kangaroo Care Questionnaires (KCOs), developed for the study, were sent to nurse managers in all hospitals in the United States that were identified as providing neonatal intensive care services (N = 1,133), and were to be completed by the nurse most familiar with the practice of KC in that unit. A second KCO was sent to non-respondents. Descriptive statistics were used to summarize the data. RESULTS: A response rate of 59% (N = 537) was achieved. Over 82% of the respondents reported practicing KC in their neonatal intensive care units (NICUs). Nurses were knowledgeable about KC. Major barriers to practicing KC for certain types...
Dedicated Virtual Reference Pilot Program 2003-2004

- Discipline Specific
- Instruction Oriented
- Appointment Based
- Collaborative
- Value-added
Contact Information

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http://www.selu.edu/Library/forms/askref.html
7 libraries have offered real-time digital reference services; 5 services are on-going.

3 collaborative services have been attempted; 1 service is on-going.

Future collaborations are possible but no plans exist for a statewide service.
Additional Information

- LALINC Digital Reference Committee
  http://www.louislibraries.org

- Digital Reference Bibliography
  http://www.lis.uiuc.edu/~b-sloan/digiref.html