Virtual Reference Service
Revisited and Revived

Kim Granath
Sue Samson
Adrienne Alger
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Chat Problems

Journey mapping project identified problems with chat service:

- Inability to locate chat service link when needed
- Uneven mechanics and browser inconsistencies
- Inability to launch chat widget with triggers
- Service delays
Chat Requirements

- Better visibility
- Clear online/offline indicator
- Customizable triggers
- Automatic replies
Chat Services

- Libraryh3lp
- Trillian
- Pidgin
- Fire
- Adium
- Miranda
- Mosio for Libraries
- LiveZilla
- RefChatter
- Zopim
Visitor 28610326
How do I get access to RefWorks?

Mansfield Library: Adrienne has joined.

Hi! You can access RefWorks by visiting refworks.proquest.com!
Usage

• 1,609 chats for FY 2016
  • On campus - 612 (38%)
  • Triggered - 837 (52%)
  • Initiated - 770 (48%)
• 665 chats Spring 2016 compared to 90 in Spring 2015 (638% increase)
• Locations
  • Missoula 73%
  • Other MT 11%
  • Other States 14%
  • International 2%
Stats

Analytics for Week of 10/9/16
• Total chats = 39
• Chats completed = 31
• Chats dropped = 7
• Chats missed = 1
• Offline messages = 12
• Average wait time = 34s
• Average chat duration = 9m 45s
• Satisfaction = 100%
New Models

The robust increase in queries encouraged us to add/adapt the following services:

- Main reference desk provides first level of service.
- Librarians provide backup during their office hours spread across the day.
- Evening hour shifts (Sunday through Thursday, 5pm-9pm) are covered remotely.
- Circulation staff refer patrons to the Chat Service during evening hours.
Thank You!