

VIRTUAL REFERENCE SERVICES

GOAL: Improve and expand virtual research services, including Ask a Librarian resources such as chat and online FAQs.

"SINCE GOING REMOTE IN MID-MARCH, THE SYSTEM HAS HANDLED 1187 LIVE CHATS, AND 2749 LIBANSWERS TICKETS."

QUOTE FROM TEAM LEADER

This summer project aimed to coordinate the schedule for Heard Libraries online reference services (both live chat and asynchronous help); develop best practices and guidelines for training and providing reference services; and update language and content of the existing Ask a Librarian FAQ

This will increase just in time virtual access to library staff and resources at a time when the Vanderbilt community has developed a need for remote support for scholarship and learning.

Ask a Librarian

ASK A LIBRARIAN

Search the FAQ

here

Subject Librarian

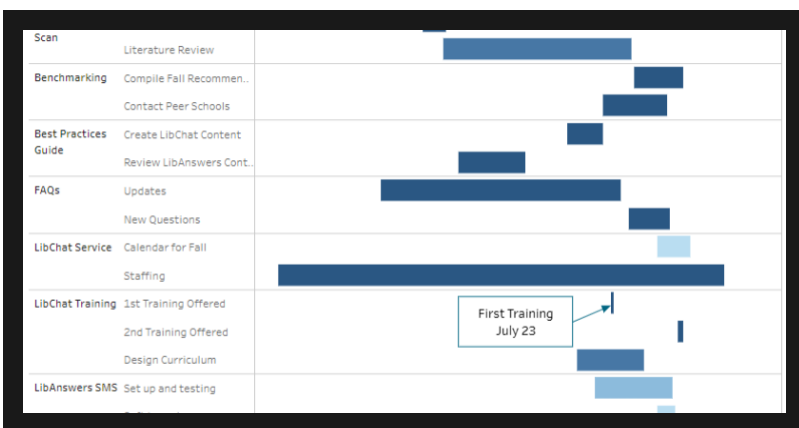
Popular FAQs

OUTCOMES

- 35 Library staff members covered 740 chat shifts equal to 1480 staff hours.
- LibChat staff : the initial triage point for PUP (Book Pick Up Process) requests.
- 225 FAQ entries edited and 17 new added.
- Benchmarking survey sent to 50+ ARL and peer libraries; 70% response rate.
- Best Practices for LibAnswers/LibChat guide updated to reflect current practice and procedures.
- 2 training sessions held for staff.
- Bibliography of chat related literature compiled.

NEXT STEPS

- Determine ongoing staffing model for Fall 2020 balancing patron needs and staff availability.
- Determine the most sensible management strategy for the various virtual research service platforms.
- Continue testing of the SMS function.
- Monitor usage of all platforms this semester .



MEET THE TEAM



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