

Digital Reference Services

Seminar Theme:
"Preparing New Generation Librarians for Meeting
Future Challenges"
ADINET-2010

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SHPT School of Library Science
SNDT Women's University



07- 08- 2010

Digital Reference Services
 Electronic Reference Service
 Web Based Reference Service
 24/7 reference
 Virtual Live Reference Service
 Real-time Reference Service
 Online Reference Service
 Virtual Reference Service
 Live Interactive Reference Service
 Chat Reference Services
 Real-time Chat Reference Services
 Interactive Reference
 Live Reference Service
 Text Messaging
 Ask-A Librarian
 Online Interactive Reference
 Instant Messaging

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Digital reference or virtual reference will be used to mean the provision of reference assistance via the Internet.

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A reference query that is sent to the library over Internet using email or web forms provided on library's website. Web forms are attached to the email address of the library.

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A reference query is sent by readers using instant messaging or virtual reference software and readers have live online interaction with reference librarian.

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**A reference query is sent
by readers to the
reference librarian using
video conferencing, VoIP
(Voice over Internet
Protocol).**

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**Reaching the readers
where they are by
having presence on
social networking
services like Facebook
or Second Life.**

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RUSA(2004)

It is a reference service initiated electronically, often in real-times, patron employ computers or other Internet technology to communicate with reference staff without being physically present. Communication channels used frequently in virtual reference includes chat, video conferencing, Voice over IP, co-browsing, email, messages etc.

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- **A single library only to its members**
- **Collaboratively by many libraries together.**

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NEED

- **Public access to the Internet increased**
- **Meet users at their point of need**

Contd.

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- **Expand reference desk hours without increasing staff**
- **Reach the readers where they are**

Contd.

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- **Helpful for physically challenged, distance learners, shy readers, young readers, senior citizens**
- **Useful in limited library timings, waiting at reference desk**

Contd.

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- **Many commercial services like banking, ticket booking available online so why not library services**

Contd.

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- **If we don't provide users will turn to Internet and get information**
- **Internet Searching too vast**

Contd.

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- **Digital Resources- e-books, e-journals, databases, blogs, portals, websites etc.**

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Infrastructure

- **Technological Requirements**
- **Asynchronous or Synchronous**
- **Digital Reference Services**
- **Library Resources**

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Technological Requirements

- **Good Internet Connectivity**
- **Web Presence**
- **Authentication Software**
- **D R S Software**
- **Hardware**

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Asynchronous D R S

- Email
- Web form

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Synchronous D R S

- Chat or Instant Messaging
 - Free IM Applications
 - Fee-based Application
- VoIP
- Video Conferencing

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Key Issues-1

- **Define acceptable behaviour, & articulate a code of conduct**
- **Define primary clientele.**
- **Types of questions the library will or will not answer.**

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Key Issues-2

- **Develop policy for client misbehaviour**
- **Create and adhere to stated response time turnaround policy**
- **Respond to 100% of questions that are assigned**

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Examples

- **We will answer factual and ready-reference questions**
- **We will not answer questions asking for medical or legal advice**
- **Questions from our primary clientele are given priority.**

Contd.

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- **By using this service you agree not to send any question or content that is illegal, harassing, threatening, harmful, obscene, or otherwise objectionable.**
- **We treat our customers with respect and expect the same in return**

Contd.

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- **We protect the privacy of you and your question.**
- **Threats are taken seriously. If you tell us that you plan to do something illegal, you can expect there to be serious consequences**

Contd.

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**If you use abusive language
or deliberately waste librarian
effort in a way that denies
service to others, we will end
the session**

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Staff Training

- **Software Training**
- **Multi-tasking**
- **Clear communication skills,
especially in writing**

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Staff Training

- **Database and online searching skills**
- **Interviewing skills**
 - **to compensate for lack of visual and auditory cues**

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Staff Training

- **Knowledge of reference sources**
- **Knowledge of Reference Policy**

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Communication skills

- **How to use short, frequent messages**
- **Typing, keyboarding skills**

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Communication skills

- **Trying to be less formal with friendly greeting**
- **Being concise & Using scripted messages**

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Software skills

- **how to login**
- **How to recognize that a question is coming**
- **How to answer a question**

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Software skills

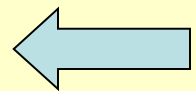
- **How to close a question**
- **How to log out**
- **Technical details of the software.**

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- **Knowledge of the intended audience**
- **What to do if a question comes from outside that audience**
- **What level of service or how long to spend with each patron**

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- **Document delivery policy**
- **Privacy policy for patron question and personal information of patron**
- **Knowledge of copyright**



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Chat Reference Software

Paid software

- Question Point
- LSSI
- 24/7
- LivePerson

Free Software

- Meebo
- Trillion
- Rakim
- IM Software like MSN, AOL, Yahoo Messenger, Google Talk
- SNS

General Features

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Software Features-1

- Chatting
- Instant Messaging
- Page Pushing
- Co- browsing
- VoIP
- Video Conferencing

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Software Features-2

- **Transcripts or Log files**
- **Scripting Messages**
- **All Browser based- User Friendly**
- **Unlimited number of operators/librarians**
- **Shared queue of patrons**

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Software Features-3

- **Ability to refer patrons to other librarians (personal queue)**
- **Shared/personal bookmarks**
- **Email transcripts to patrons**

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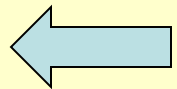
Software Features-4

- Audible alert to librarian when new patron arrives
- Audible alert to patron when their call is answered

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Software Features- 5

- **Access on Mobile**
- **Feedback/Exit Surveys**
- **Librarian to Librarian Messages**

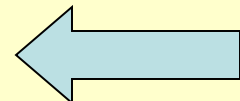


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Question Point

24/7 Reference Cooperative

- **Project of OCLC and Library of Congress**
- **Standalone or Cooperative model**
- **Basic model as well as advanced features**
- **Knowledge base**
- **Reference policy by each library**
- **In co-operative model member libraries sign agreement and solve queries on sharing basis**
- **Training provided**



Meebo

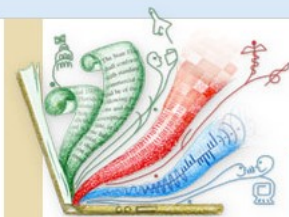
- Free software
- Allows to check popular IM applications through one window
- Easy to operate
- Yahoo, MSN, Google Talk, ICQ, Jabber, Flixter
- Meebo me widget
- Meebo Room

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Examples

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Florida Electronic Library

open a new path to learning

About the FEL

- What is the FEL?
- History & Advisors
- Marketing Materials



Especially For

- Kids, Students & Families
- Teachers

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Find Library

Search by County

Select a County

Find Library

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Email Governor Crist

Governor's Website

Secretary of State's Office

Office Of The Secretary

Research Resources

Log in with your library card's bar code number to gain access to Licensed Resources available to all Florida citizens.

Florida Library



Log In

Florida Memory Project



Original documents, photographs, and other materials from the collections of the State Archives of Florida

Florida on Florida



A comprehensive digital collection of Florida's History, Culture and Environment

WorldCat



Books & other materials in libraries all over the world

Ask A Librarian



Library staff from public, academic, school, and special libraries throughout Florida answer your questions in real time



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Help

- Frequently Asked Questions
- Public School Registration



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Delivery of books & materials from non-public areas at the Main Branch at 42nd street has been suspended.
[Read more](#)

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Circulating (LEO) GO

Non-circulating (CATNYP) GO

- Articles & Databases
- Digital Collections
- Webcasts, Audio & Video

Libraries

Select a Library

Services

- ☐ Ask NYPL
- ☐ Homework Help
- ☐ NYPL for Kids
- ☐ NYPL for Teens
- ☐ Copies & Research Services
- ☐ Plan Your Visit

Calendar

Today | This Week | This Month | All

January 7, 2009

10:00 AM - 12:00 PM Introduction to the Computer. St. George Library Center, Technology Training Center

10:30 AM "Toddler Story Time." 67th Street Branch

10:30 AM "Toddler Story Time." Bloomingdale Branch

News

Ask About the New York Public Library >

ABC News 7: Featuring Mid-Manhattan's Job Information Center >

N.Y. Public Library puts its 'Treasures' online >



Treasures Video Series

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Ask a Librarian

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- > Chat
- > Face-to-Face
- > Phone
- > Self-Service
- > Use Limitations

Ask a Librarian

Have a question? Contact a Purdue University Libraries staff member.



Email

Send us a question anytime. You should receive an answer within 1-2 business days.



Chat

Chat will be closed December 19th through January 11th.



Face-to-Face

Talk in person with a library staff member at any of the twelve libraries at Purdue.



Phone

Call and talk to a library staff member at any of the twelve libraries at Purdue.



Self-Service

Help yourself by using one of our other various support resources.

Borrowing & Billing policies



News & Announcements

- > Winter break hours
- > New materials to use Library of Congress classification
- > Archives closes for move

Full Feed

**GO!**

[Home](#) > **Ask a librarian**

Ask a librarian



Chat with a librarian

AskNow Chat live and ask your question - we're online Monday to Friday, 9.00am to 7.00pm AEST.

This real-time virtual reference service is staffed by librarians from Australia and New Zealand - your chat session will not necessarily be with National Library staff.



Make a reference enquiry

Enquiries may be sent online or [by post](#). We will make every effort to respond to your question within one week. However, complex enquiries may take longer.

- ▶ [Make an enquiry](#) - lodge a reference enquiry
- ▶ [Check an existing enquiry](#) - check the progress of an enquiry you have already lodged
- ▶ [Make a comment or suggestion about this service](#)



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Call the National Library reference desk Monday to Saturday, 9.00am to

Ask a librarian

What we can do

What we can't do

Have you ...

Checked our [FAQs](#)?

Searched [our catalogue](#) or [LibrariesAustralia](#) to find the material you need?

Checked our [guides](#) or [electronic resources](#)?

Asked your local library for help
(eg your school, university, State/Territory library)?

Related links:

[Reader Services Policy](#)

[Service Charter](#)

Reading rooms

Private professional researchers

CopiesDirect

Collection delivery service

Address:


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National Library of Australia
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AUSTRALIA
fax +61 (02) 6273 5081



Welcome to **Ask a Librarian** at Temple University Libraries!
[Learn more](#) about this service.

Reference Services:




Instant Message
AskTULibrary is  Online

Our buddy name for AIM and Yahoo is **AskTULibrary**. MSN is asktulib@temple.edu.

Don't have your IM client on this computer? Use a [web-based IM client](#).



Science Question? IM
askSEAL is  Offline

Science questions? IM the SEAL library: AIM/Yahoo at **askSEAL** or MSN at askSEAL@temple.edu.

Hours: Mon to Fri 1 to 5 pm



Chat and Browse Together

Chat and/or browse the web with a librarian during the following hours:

M-Th: 9AM - 9PM Fri: 9AM - 6PM

Sat: 10AM - 5PM **Sun:** Noon - 5PM



Email

Send your question via email or email [one of our subject specialists](#) directly.



Call / In-Person

Call (215-204-8212) or visit the libraries during **hours** of service. You can also call **one of our subject specialists** to make an appointment for a personal meeting.



[Search F.A.O.s](#)

Answers to frequently asked questions. See also [Online Reference Sources](#)

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Ask Why Ky is made possible with funds provided by the Kentucky Department of Libraries and Archives under the Library Services Technology Act (LSTA) administered by the Institute of Museum and Library Services, as well as funding and staffing from local libraries in Kentucky.

[\[Accessibility\]](#)



Done



Real People, Real Help, Real Fast!



Live Chat Service is available Sunday through Thursday from 10 a.m. to Midnight, and Friday through Saturday from 10 a.m. to 5 p.m. Eastern time.



Email a librarian at Barry University for assistance.

Visit the links below for more information about Barry University:



Info



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Locations



Hours

Ask a Librarian is funded under the provisions of the [Library Services and Technology Act](#), from the [Institute of Museum and Library Services](#), administered by the Florida Department of State, [State Library and Archives of Florida](#). Ask a Librarian is a service of the [Florida Electronic Library](#).

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We are available via live chat:

Sun. through Thurs. 10 a.m. to Midnight E.S.T., Fri. and Sat. 10 a.m. to 5 p.m. E.S.T.

Questions are answered in the order received. At times, we receive an unusually high number of questions. We will respond to your question as soon as possible. Thank you for your patience! E-mail assistance is available 24/7.

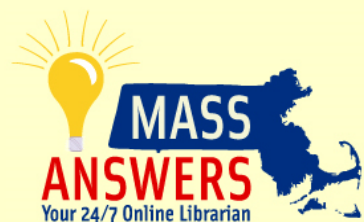
To whom am I talking?

You are talking to a Florida librarian - a real person!

Because Ask a Librarian is a statewide service, you may receive live assistance from a librarian who does not work at your local library. While all of our librarians are glad to assist you, they may not have access to your personal library record, which means they may not be able to tell you if you have overdue materials or owe fees.

FAQ

Ask a Librarian is administered by the [Tampa Bay Library Consortium](#)



[MassAnswers.org](http://www.massanswers.org)
[Home](#)

A Librarian is waiting for your question!
 Every Day - All Day - All Night

Who will answer your question?

24/7 Reference Collaborative

Libraries nationwide have joined the 24/7 Reference collaborative service. Each has contributed a certain amount of time to answering the reference questions that you bring to the service. At the core are librarians from the Metropolitan Cooperative Library System in California, who serve many of the hours and take the responsibility to assure that there are librarians scheduled 7 days a week, 24 hours a day.

MassAnswers Libraries

In Massachusetts, the Boston Public Library and nine regional reference centers have together joined the 24/7 Reference service. Each contributes librarians to answer questions at a specified time.

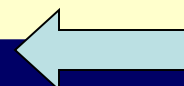
The Regional Reference Centers contributing service are: Memorial Hall Library, Andover; Bridgewater Public Library; Falmouth Public Library; Fitchburg Public Library; New Bedford Free Public Library; Thomas Crane Public Library, Quincy; Springfield Library; Wellesley Free Library; Worcester Public Library.

Your Question,

may very well be answered by one of these Massachusetts librarians, or it may be answered by a librarian from California, Florida, North Carolina or some other community who contributes to the 24/7 service. ([See list of 24/7 communities](#)) Your question will be tagged as originating from one of the participating Massachusetts libraries, so your librarian will know which catalog and set of databases to use to help get an answer.

[Connect Now!](#)

MassAnswers is a cooperative project of Massachusetts Regional Reference Center libraries and other cooperating libraries, who have joined with the nation-wide 24/7 Reference collaborative. MassAnswers is initially funded by federal grant funds authorized by the Library Services and Technology Act, administered by the [Massachusetts Board of Library Commissioners](#). MassAnswers is coordinated by the Boston Regional Library System, a service of the Boston Public Library.



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Barry University Email Form

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Question:

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Submit Question

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Type **here** and hit enter to send an offline message.
edit nickname: meeboguest764990

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- Ask us on the phone
- Ask us in person
- How Do I... (FAQ)
- Research Guides
- Library Subject Specialists
- Library Staff Directory
- Suggest a Purchase





IM us or use Penn Libraries Chat

Librarians are online at these times: Mon-Thurs 9am-11pm • Fri 9am-5pm • Sun 6-11pm (through Tues Dec. 16)

WINTER HOLIDAY HOURS
Sat Dec. 20 - Sun Jan. 4 CLOSED

INTERSESSION HOURS
Mon Jan. 5 - Fri Jan. 9: 9am-6pm • Evening Hours 6-11pm resume Sunday Jan. 25

Already have IM?
We are ONLINE • We are NOT ONLINE


	AIM:	UPennLib
	MSN:	UPennLib@live.com
	Yahoo!:	UPennLib
	GoogleTalk:	UPennLib

Useful links:

- Library Staff IM Directory
- Contact a subject expert
- Meebo Web sign-in for all IM types
- [AIM \(Web\) Express](#)
- [Windows Live Web Messenger](#)

Don't have IM? Open a window and get live help from
Penn Libraries Chat

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Other ways to reach us -

- Ask us by email
- Ask us on the phone
- Ask us in person

© University of Pennsylvania | Last update: Tuesday, 30-Dec-2008 09:19:57 EST | 215-898-7555 | library@pobox.upenn.edu

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Ask A LibrarianMassAnswers Introduction P...MassAnswers Introduction P...

Ask A Librarian

Email Service

Available 24 hours a day, 7 days a week. Please allow up to 2 business days for a reply (half of all questions are answered within 12 hours).

Note: if the University is closed due to inclement weather or a holiday, the service will be delayed accordingly.

Email address:
(Required for email reply)

Subject:

Name:

Address: (optional)

City:

State:

Country:

Zip Code:

Affiliation with Austin Peay State University:

APSU Student ☒

APSU Faculty/Staff ☐

Department:


APSU Alumni ☐

None of the above -- I have a question about APSU or a unique collection ☐

Question (please be as specific as possible):

Ask A Librarian Live

Chat Service



Online

Ask A Librarian Live is normally staffed:

Fall & Spring Semesters:

Monday-Thursday: 7:00 am - 9:00 pm

Friday: 7:00 am - 6:00 pm

Saturday: 10:00 am - 5:00 pm

Sunday: 1:00 pm - 9:00 pm

Summer Sessions:

Monday-Friday: 7:00a.m.-4:30p.m.

Saturday: 10:00a.m.-5:00p.m.

Sunday: 1:00p.m. - 9:00p.m.


Note: if the University is closed due to inclement weather or a holiday, the service is unavailable.


If no one answers, we are probably busy helping someone here in the library. Please try again in a few minutes or send us an e-mail.


New! Ask A Librarian


Instant Messenger Service


We have user names for Yahoo!, MSN, AIM, Google Talk, and ICQ Messengers.

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403945814

Click below on your preferred Instant Messenger icon for instructions on how to download the free software

start

ref

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FAQ - Microsoft Word

Document3 - Microsof...

Microsoft PowerPoint ...

Ask A Librarian - Mozil...

96%

10:03 PM





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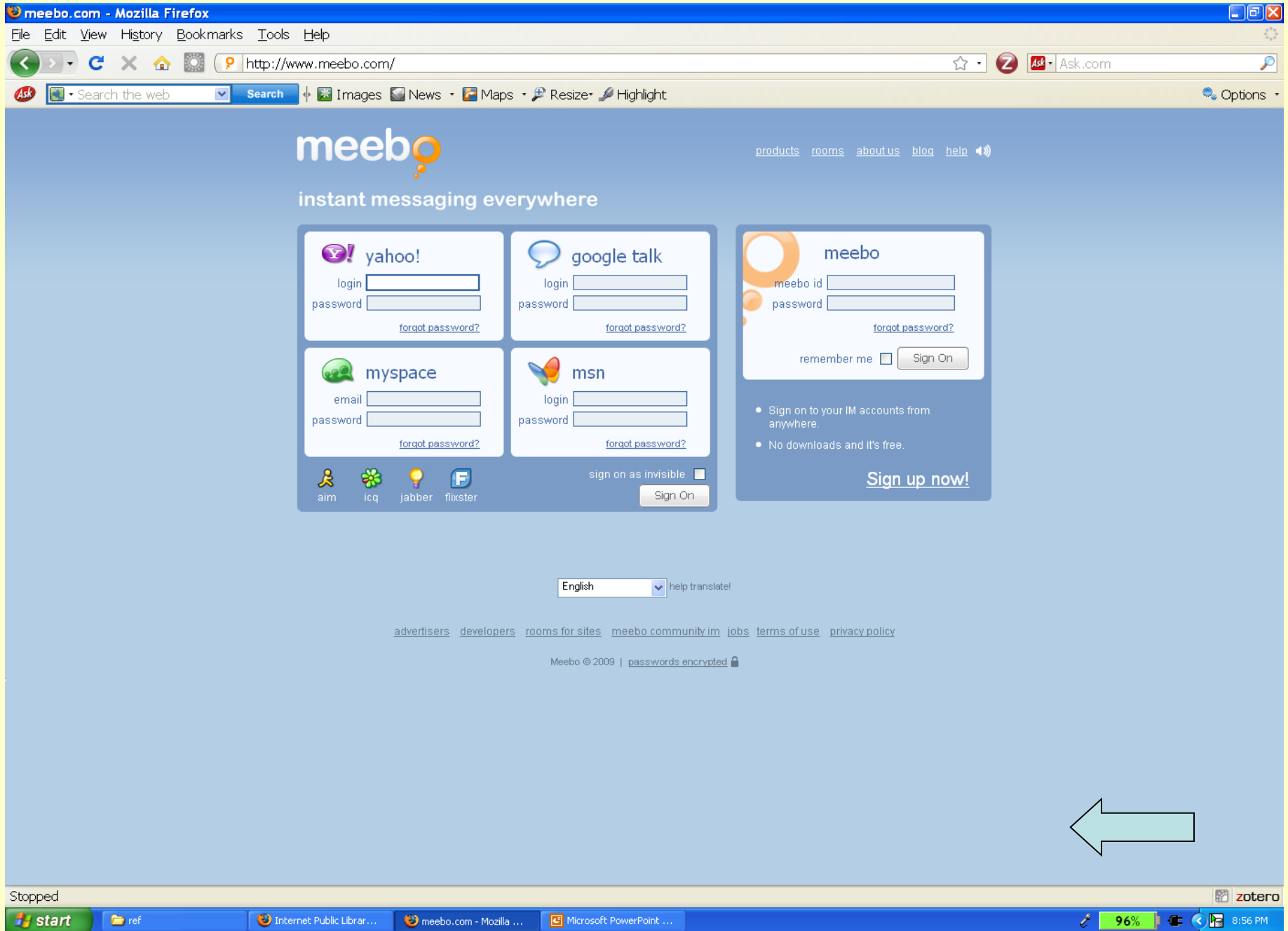
Digital reference cannot be regarded as 'extra' or a service that can be delivered only when there are enough staff and time

**We must think about it
and plan for it from Today**

Thanks

parulzaveri2004@yahoo.co.in

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meebo rooms | accounts | preferences | help



Welcome parulzaveri2004!
You are logged in as:

- parulzaveri2004
- parulzaveri2004
- parulzaveri2004@gmail.com
- Parul

+ Sign on to more accounts...

Buddy List



I'm available

Search your buddy list...

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shpt's room

▼ Buddies (0/4)

▼ Friends (1/20)

parul zaveri

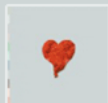
▼ Individuals (0/2)

▼ Offline

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