



Ask Here PA

Statewide Live Chat Reference for Pennsylvania

www.AskHerePA.org

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Access PA VR Coordinator
HSLC/Access PA
DLC/System Meeting
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About Ask Here PA

- Ask Here PA is a service of the Office of Commonwealth Libraries, Bureau of Library Development
- Managed by HSLC/Access PA



Ask Here PA

- Statewide live chat service
- All libraries in PA are encouraged to contribute staff
- General and Academic Queues
- Free service for all residents of PA

The Plan

- Virtual Reference Committee
- March - Selected OCLC's QuestionPoint
- Trial phase July 17 – September 5
- Statewide implementation and 24/7 live chat coverage begins September 6

How Ask Here PA Works

- Libraries jointly staff service
- Staff will monitor:
 - Primary queue (General or Academic)
 - Secondary/Back-up queue (General or Academic)
 - National queue

The Primary Queue Is Where...

- You serve your patrons who enter the service via links from your Web site
- You serve other patrons who enter the service via the Ask Here PA General Queue

VR Basics

- Where do I staff the service?
Best practice is for staff to provide VR coverage from an office
- How long does a session last?
Average session length is 12 minutes
- How many will be staffing with me?
2-4 staff concurrently staffing primary queue

Technical Specifications

- Software is web-based
- Minimum system requirements for staff:
 - Microsoft I.E. 6 using Windows 2000 or XP
 - A high speed connection to the Internet
 - Adobe-Macromedia Flash Player (free download)
 - A virtual machine (Java engine) (free download)

QuestionPoint

- Live chat
- Page Pushing / Co-browsing
- E-mail management system allows you to manage live chat, e-mail, telephone, and in-person reference questions



Librarian

QuestionPoint | Chat Updated: 13:27:05 2006/06/06 Queues IM Settings Help Logout

Vince Mariner Staff (119151)

New (0)			My Active (1)			Librarians (1)		
Mv Sessions	Time	Patron's Last Message						
() OnlineUser	13:22:25	13:23 No						

Chat: OnlineUser

Question: [Practice] Chat Transcript: Where could I find some information about the fossils found in the Rocky Mountains?

Vince: Note: Patron's screen name: OnlineUser
Vince: Was there a particular state you were interested in?

OnlineUser: No
OnlineUser: I'm going to start at your library's web site.
Vince: <http://www.dds.org/>

OnlineUser Policies

Info Scripts URLs Notes

Question: [1645654] [Practice] Where could I find some information about the fossils found in the Rocky Mountains?
 Patron: OnlineUser (anonymous)
 Patron's Library: Ask Here PA Public
 Queue: Pennsylvania Public
 IP Address: 69.253.54.68
 Referrer: http://questionpoint.org/crs/servlet/org.odc.ask.PatronChatForm
 Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1;

Send

Cobrowse Transfer End Session

Patron

Due to the library's transition to a new computer system, DCLS can no longer send advance email notices to advise you that borrowed items will soon be due. However, library users registered for email notification will continue to receive email notices when items actually become overdue. If you don't currently receive email notice of overdues and wish to, please call or visit your local branch.

dcls.org
Dauphin County Library System

Search the Catalog | Reserve a Computer | Share Your Comments

Library Information | Library Resources | Library Events | Donate to DCLS | Community Partners

101 Walnut Street - Harrisburg, Pennsylvania 17101
(717) 234-4961 - [Click here to email DCLS](#)

[Library Funding Update](#)

When accessing the Internet at your Dauphin County Library System library, you are agreeing to the [DCLS Acceptable Use Statement](#).

Thanks for looking!
Free counters provided by [Andale](#)

Chat Session Transcript:
[Practice] Chat Transcript: Where could I find some information about the fossils found in the Rocky Mountains?
Vince: Was there a particular state you were interested in?
OnlineUser: No
Vince: I'm going to start at your library's web site.
Vince: <http://www.dcls.org/>

QuestionPoint | Chat | End Session

Hello, OnlineUser.
You are now chatting live with a librarian.

Type message and click 'Send':

Send

ACCESS PENNSYLVANIA

24/7 National Cooperative

- Libraries provide coverage to the Cooperative (during their Ask Here PA shifts)
- Benefit to PA
 - The Cooperative provides back-up during all hours PA staff are available
 - The Cooperative provides the after hours coverage

Other Statewide Services

- NJ – QandANJ
- Maryland – AskUsNow
- Delaware – AnswerOnline
- Colorado – AskColorado
- Ohio – KnowItNow
- California - AskNow

Benefits to Your Patrons

- Provide library service beyond your library hours and your library walls
- Meet your patrons online when they need search help the most
- Offer statewide support for patrons' information needs

Benefits to Your Library

- Add a new library service in a cost effective way
- Be part of an innovative and popular service
- Reach new patrons and improve service to current patrons
- Add a new reference statistic that counts in online times

Benefits to Your Staff

- Offer cutting-edge reference skills for library staff
- Improve staff reference skills through training, mentoring, and collaboration
- Connect with hundreds of reference staff throughout Pennsylvania

Benefits of Collaboration

- Sharing a system enables libraries to offer a service that most could not provide independently
- Share the wealth of PA's reference expertise
- Maximize valuable staff time and resources
- Extend the reach of library services
- Staff training and professional development

How Does Your Library Participate?

1. Complete application and agreement form
2. Assign Site Coordinator
3. Get trained
4. Staff the service
5. Promote the service



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