



Ask Here PA

Statewide Live Chat Reference for Pennsylvania

www.AskHerePA.org

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SSHELCO 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
- Academic staff will monitor:
 - Primary queue (PA Academic)
 - Secondary/Back-up queue (PA General)
 - National queue (National Academic)

Primary Queue (PA Academic)

- This is where your patrons enter the service via links from your Web site
- PA policy (standard VR policy) will be to allow local staff to accept their own patrons that access the service

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

Microsoft Internet Explorer

Address: <http://www.questionpoint.org/crs/servlet/org.ock.chat.FlashAgentMonitor;sessionId=BE67D7C24E2D78E5046381D08A5FA470.one?8>

QuestionPoint | Chat Updated: 09:34:35 2008/05/31 Queues IM Settings Help Logout

Vince Mariner (118809)

My Sessions	Time	Patron's Last Message
Vince	09:30:13	09:34 Yes, thank you.

Chat: Vince

Question: [Practice] Chat Transcript: How do I cite a Web page?
HSLC Lib Acad Vince: Note: Patron's screen name: Vince
HSLC Lib Acad Vince: Hi Vince and welcome to Ask Here PA. Please wait a moment while I review your question.
Vince: Okay, I can wait a few minutes.
HSLC Lib Acad Vince: http://www.adobe.com/education/instruction/webtech/CS2/unit_internet/iss_cite_id.htm#examples
HSLC Lib Acad Vince: Do you see the web page?
Vince: Yes, thank you.

[] Vince Policies

Patron Library's Scripts (0)

My Library's Scripts (3)

Hello

Send

Cobrowse Transfer End Session

The screenshot shows a web browser window with the URL <http://questionpoint.org/crs/servlet/org.occ.chat.ClientChatFrames;jsessionid=DECEFE92CE475764729E0673A2A6B47.one?chatsess>. The page displays the Shippensburg University logo and a "Subject Guide A-Z" section with a grid of letters and a list of subject categories. A chat session transcript is visible on the right side of the page.

Chat Session Transcript:

[Practice] Chat Transcript: I need to read a couple reviews of a Shakespeare play, where would I find them?

HSLC Lib Acad Vince: Hi and welcome to Ask Here PA. Please wait a moment while I review your question.

Puck: OK.

HSLC Lib Acad Vince: I will show you a page with our subject guides.

Puck: Sounds good.

HSLC Lib Acad Vince: <http://www.shin.edu>

QuestionPoint | Chat End Session

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

Type message and click 'Send':

The slide features the ACCESS PENNSYLVANIA logo in the top right corner. The main title is "24/7 National Cooperative". Below the title, there is a list of bullet points describing the cooperative's role.

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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Questions?

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