Text Chat Transcript for Apr 23, 2014 webinar: Embrace the Evolution

Julie Schult:What is NMC?

Stanley Strauss:New Media Consortium http://www.nmc.org

Julie Schult:Tablet mode compared to desktop

Julie Schult:(Different mindsets, more visual) mobile vs. desktop

Erin 2:i **just** saw that slate article like an hour ago!

Ashleigh Holmes:jobs are requiring online applications, causing patrons who never had to use the computer to have to learn from scratch

denise dorn:question I got the other day: In what Kindle book can I find this topic

Sarah J:There is an expectation that we can troubleshoot devices brought into the library - not only for accessing library content, but for general purposes.

Toby Greenwalt: http://chronicle.com/article/As-Researchers-Turn-to-Google/146081/

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http://www.slate.com/articles/life/design/2014/04/the_future_of_the_library_how_they_ll_evolve_for_the_digital_age.html

Julie Schult:Digital gap is getting bigger

Yvonne Patch:troubleshooting for customers that already downloaded ebooks

Toby Greenwalt: http://www.niemanlab.org/2014/04/why-vox-and-other-news-orgs-could-use-a-librarian/

Richard Kraus:I see a "slinky model": one part of our public is pushing for change and the latest thing and others are trailing behind with little computer comfort or use of devices

Sarah J:Expectation that we can be reached through lots of channels - email, social media, online chat, phone.

Julie Schult:That trend is due to google-type availability of search
Ashleigh Holmes:um
Ashleigh Holmes:thats the coolest
Zoe Yun:We installed monitor arms to enable us to show patrons what we were doing on screen as well.

Elizabeth Knefel:define roving reference, please.
Cheryl Wright:Indy PL has tried
Heather:(completely virtual library)
Ashleigh Holmes:need another option...never heard of it
Oksana: OPL has it
Yvonne Patch:Maybe it's time to call it something else other than Roving reference; the term seems to bother staff

denise dorn:we have a person roving, sans any devices.

Dee Ann Redman:We had resistance by staff

Ashleigh Holmes:can you explain it

lchapman:We don't have enough staff.

Genevieve:Patrons felt it was a bit invasive

Erin 2:we don't have enough foot traffic to really necessitate it IMHO

Melissa Collins:This is the first time I have heard of it.

Twanna Wade:Roving is giving us an opportunity to engage with the customers

Barb:Flexibility to help people away from the desk.

Angela:yes in that case

Trisha Rhine:Roving without devices, so they have to bring the patron all the way back to the desk.

amy 2:It did't fail, it just turned into something that we didn't intend for it to.

Martha Tanner:may feel like the librarian is a pushy salesperson

Julie Schult:We are centered on a desk so they can find us, but we move around thelibrary a lot while helping.

Mary Thomas:Concern about invading students' privacy as they work

Sara Nesbitt:With roving, you're more approachable to patrons and a hulking desk doesn't scare people off. I love the roving model and so do the rest of my co-workers.

Lawanda Monroe:staff thinks its pointless because there are other things that could be done that is important also

Kyle Maier:branch is too small to rove much

Sarah J:We have PAC/database stations out on the floor. What we do is walk around the floor on regular intervals. Most of the interactions we have are about technology use rather than collection or information questions.

victoria bazan:we just call it Roaming/Computer help

Heather Witherow:We have to also be the computer assistant and walking away from the desk for too long isn't great for those customers

Sara Nesbitt:You get more exercise too.

Tamiko W:Some Patrons feel it's intrusive, others seem to appreciate it.

Oksana:We answer lots of questions with roving staff

Sharon T.:We are a medium sized library where the Ref Desk is right in the center where it is obvious where to find info.

Jane Blue:have not tried it because of staff resistance and there is a cost associated that we have a hard time justifying

Lisa Williams:With adult services materials on both floors, roving works well and gets us out in the stacks. While it's not all reference qeustions, it gives us a better sense of what is going on in the library and how it's being used. We do it during peak use times during the day and have done this about 3 years.

Erin:Didn't have devices to rove with at that time

Elizabeth Knefel:Done at Pleasanton Library without a device but demonstrating customer service!

Zoe Yun:It's a very retail approach.

Erin 2:plus we have OPACs interspersed w/in our NF section so can look their easier

Angela:Our policy is to make sure patrons no were available for assistance before they ask

Laura Hearn:we still have to come back to the desk to look things up
Tamiko W:Support Staff is not onboard.
Angela:know
Lisa Williams:We've found we don't necessarily need our Ipad, as we have catalog stations throughout

Lawanda Monroe:almost stalking like

Ashleigh Holmes:how do people do it? "do you have any reference needs?"

Erin:Would like to try again with a handy device

Sarah J:"Are you finding what you're looking for" works for us.

amy 2:Our roving librarian became the gopher.

Sara Nesbitt:You can just say hello - not attack them. That's what we do.

Lisa Williams:I'd second "are you finding what you wanted?" or a simple "hello" or "good morning" engages patrons and they'll respond

Sarah J:But we tend not to speak to the folks who are at tables with their laptops. Eye contact if they're open to it, but that's about it.

Tamiko W:I agree with Lisa. A greeting works

Cynthia Marshall:some patrons do not want the assistance unless requested and roving takes staff away from the phones

Michael Spellmon:MLS schools are somewhat at fault for not recognizing that librarianship is a customer service function.

Sara Nesbitt:Totally with Lisa Williams.

Erin:I try to walk the room every 30 minutes

Lisa Williams:We also have portable phone headsets that can be worn in stacks if phone is busy. Usually, we staff one or two on desk and one to rove the two floors.

Angela:We take the cordless with us while roving

Lisa Williams:@ Erin, walking every 30 minutes works pretty well here , but varies on library traffic for a given day

Sara Nesbitt:We have huge foot traffic, so I walk the room every 10 minutes or so.

Elizabeth Knefel:Humor helps.

Tamiko W:I find that patrons will approach me more when I am off the desk and working on something like weeding or just walking around.

Zoe Yun:We have roving Pages that engage patrons who look lost and guide them towards the service desk.

Barb:It's a learning process too. At first we were too intent, and we had to learn how to interact in a better more effective way

Erin:@Lisa for sure if we are busy I can't always make it out

Angela:I like that

Richard Kraus:How do you handle queueing when roving: can you spend as much time individually if many are waiting?

Erin 2:what's the web address!? :

Tamiko W:I start roving when it is slow at the desk and thats when questions pick up.

Sarah J:Roving waits when we have queues at the desk. But we schedule walks every 15 minutes.

DeAnne Luck:Do you waer a name tag or something so patrons know who you are?

Tamiko W:Many patrons will not approach the desk unless they see someone else asking a question. Then a big line forms.

Ashleigh Holmes:

Lisa Williams:Polaris has a mobi version. It works ok for quick searches and finding call numbers

Julie Schult:Polaris has a staff module so we should be able to check out things by tablet by this summer...

Angela:We have a mobile scanner

bkz:Some overlap here with the other type of mobile library (i.e. bookmobiles).

Sara Nesbitt:We just got phone-scanning capability and our patrons have loved it.

Barb:chat
denise dorn:none
Parisa Samaie:chat
James 2:LibAnswers
Erin 2:twitter, fb
Julie Schult:Ask us 24/7 and a Boopsie app
Lisa Williams:text a librarian

Tamiko W:Email, Social Media
Lisa Williams:FB
Mary Thomas:Email
Dee Ann Redman:email, social media
denise dorn:budget cuts eliminated them
Ashleigh Holmes:text a librarian
Lisa Williams:Email
Erin 2:ask a librarian / ref email
Oksana:FB
Amy:We use IM chat (Refchatter).
Trisha Rhine:social media
Erin Guss:chat reference, text a librarian
Heather:Web form that feeds into CMS systems. Plus phone
haley rugger:email
Ebony Fondren:questionpoint
Yvonne Patch:We have both email reference, twitter , chat
DeAnne Luck:chat, twitter, fb, IM, text
amy 2:twitter, fb, pinterest, flickr
Sarah:None, but we have subject guides that give links and relevant resources to topics.

Erin Guss:email
Kristin:E-media access
Debra:chat, email
Kyle Maier:ask a librarian
lchapman:FB, pinterest, blogs, twitter
Zoe Yun:FB, Twitter, our library app, etc.
Julie Schult:text a question also
Cynthia Bowen:we're working on getting account in LMS for library to use for messaging

lchapman:library app
Simona Dinu:AskOn in Ontario, Canada
Angela:face book I need to make a twitter
Erin Guss:twitter, pintrest, flickr, facebook, blogs
lchapman:Ask a Librarian
Zoe Yun:lol
Angela:I love google hangouts
Rebecca Stavick:Google + is worthless. Love hangouts though :)
Julie Schult:I joined 1 google hangout when John Green met the president...

Heather:LibAnswers is the bees knees for basic reference questions
Angela:screen sharing is great
Tim B.:Needing to see their screen has come up, would have helped!
Julie Schult:Most of our users wouldn't know how to do those online options. How do we know what the penetration of this technology is in our area?

Mohan Lal Vishwakarma:ya

denise dorn:our public affairs types have major restrictions on what will be posted to YouTube

Erin:I imagine that most people who's screen I really need to see might not be savvy enough to get into the hangout.

Erin 2:what about jing?
Barb:We use Camtasia
Erin 2:is screenr and screencastomatic free?
Stanley Strauss:http://www.screencast-o-matic.com
Susan:Jing is free, too.

Erin 2:embed in the catalog / website is friggin GENIUS!

Heather Witherow:I'd say! Erin 2

Julie Schult:Our reference counts include separate checks for short questions and long questions

Dee Ann Redman:Personal appointments have been a godsend for us; people love personal service, and it takes the pressure off at the desk

Julie Schult:Yes, we refer to one-on-one appointments.

Ashleigh Holmes: ya we have one on one services but its challenging to get people to come

Ashleigh Holmes:often time the teachers are just hanging around

Lisa Williams:We changed our e reader/e magazine/e resources training to 1:1 half hour or so sessions

Vicki:I am starting to do one-on-one technology help, trying to focus on the services we provide but will discuss some basic technology

Eric Lindenbusch:We have at our main library "Book a Librarian" 30 min appointment time slots.

Sarah J:We're also finding a lot more technology questions at point-of-need, while watching attendance at computer classes decline. We are doing one-on-one appointments for e-content.

Tamiko W:We just started our book a librarian service!

Erin 2:we do one on ones for 30 mins for a variety of svcs: email, overdrive, ms office, social media basic instrux

Eileen O'Shea:Toby'd earlier Infopeople webinar: https://infopeople.org/civicrm/event/info?reset=1&id=211

Rebecca Stavick:We have a Book-A-Techie thing at one of our branches which has been pretty successful.

aosenga 2:Any suggestions for inexpensive but effective online booking, where public can see which slots are still open for appointments?

Sara Nesbitt:We have a Tech Heads group that keeps on top of all the publishing and device changes and trends and we share with the rest of the staff.

Barb:Love the Parks & Rec references :)

Sara Nesbitt:We also take appointments for those who are struggling with their devices.

Michael Spellmon:We don't do many one-on-one's, but we do Demo Days. We advertise specific dates and times to show specific databases or devices. This usually draws several people. Many of these people subsequently sign up for computer classes.

Jane Blue:How does this work if your have multiple branches? Do you have someone at each branch or designate the service is only available at two main branches?

Joyce Peacock:LibCal

Zoe Yun:We are finishing up a program (via a grant one of the librarians was awarded) where teen volunteers help seniors with tech issues. It's by appointment and the teens' level of expertise is vetted first & they get volunteer hours for school plus a small incentive. Worked great.

Joyce Peacock:TutorTrac

Julie Schult:We have a Tech Help Drop In time, 2 hours per week. Some weeks we're overwhelmed, but it works out well in terms of number of people served. We're not in a huge population area, though.

Cynthia Marshall:Great idea! We get so many computer/techie questions, but not enough staff to really assist patrons with all their questions. In some branches, we have volunteers that help out.

Sharon T.: San Diego PL offers "eClinics" throughout the branches on a monthly basis.

Erin 2:we do that, call is Appy Hour
Sarah J:I LOVE THIS
Erin 2:or i101
Erin Guss:Anyone else just lose their connection for a few seconds?

Carol:another booking app: youcanbook.me

Rebecca Stavick:"Appy Hour"—brilliant! Great name

Sharon T.:What are MOOCs? And "crowdfunding?"

Erin 2:thx Rebecca

Stanley Strauss:Massive open online course

Joyce Peacock:Love the crowdfunding for deciding on group sessions!

Erin 2:where do you find MOOCs?
Matt 2:Crowdfunding = Kickstarter

Stanley Strauss:http://www.mooc-list.com
Sharon T.:Thank you!
Erin 2:thx stanley!
Infopeople Project:https://ifttt.com
Oksana:what is the website?
Richard Kraus:Thank you. Challenge: if we build it, will they come? Sometimes we are offering resources, services, and answers in search of questions. How to connect to patrons in ways that they will see us as a resource to seek out and get the help they want or need.

Heather Witherow:thank you
DeAnne Luck:Ditto Richard's question
Elizabeth Knefel:Thank you..
Erin 2:is this the reddit link?
http://www.reddit.com/r/pittsburgh/comments/20t1pq/i_am_the_director_of_digital_strategy_for/