The Power Punch of Virtual Reference Tools

Sponsored by:
VALE Reference Services Committee

LibraryH3lp

Madel Tisi,
Ramapo College
Anthony Joachim,
William Paterson University

What is LibraryH3lp?

LibraryH3lp is an integrated web chat/IM/SMS platform

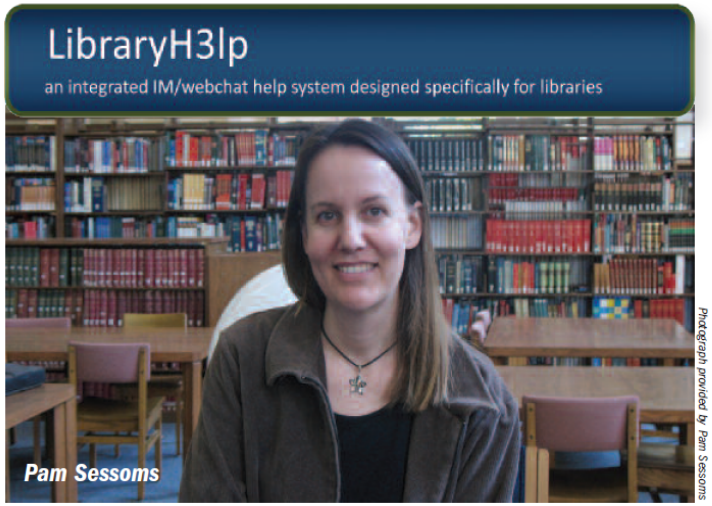
Co-Creator is a Librarian!

Pam Sessoms wins *Library Journal* award

Congratulations to Pam Sessoms, interim head of the Undergraduate Library. Sessoms has been named a 2009 "Mover & Shaker" by *Library Journal.*

The award recognizes Sessoms for her creation of LibraryH3lp (pronounced "Library Help"), a virtual reference tool that she co-developed with her computer-programmer husband, Eric. LibraryH3lp makes it easier for reference librarians to respond to IM and chat reference questions.

Libraries at UNC use LibraryH3lp, which was initially designed to permit sharing of night-time virtual reference with colleagues at North Carolina State and Duke University libraries. Approximately 50 other institutions have now implemented the software.



Photograph provided by Pam Sessoms

Sessoms credits her colleagues at UNC, Duke and NCSU with fostering an environment where taking risks and experimenting is possible. "I'm especially thankful for the Davis Reference staff," she said. "They have been through a million different chat systems, upgrades, tweaks and changes over the years, and have never batted an eye."

Sessoms earned her B.A. and M.L.I.S. from UNC. She has been with the Reference Department in Davis Library since 1994. In 2008, she was a recipient with Tom Nixon of the Outstanding Teacher of the Year Award for adjunct faculty at UNC's School of Information and Library Science.

(From Windows, Fall 2009, accessed June 16, 2012)

LibraryH3lp

Features

- Entirely Web-based
- New Message Sound Alerts
- Typing Notification
- Optional Chat Transcripts
- Email Transcripts
- Customizable Widgets

George T. Potter Library

Find Us

Library Home | Student Resources | Faculty Resources | About the Library | Ramapo Home

New Search

Search Keyword Go

Cart Lists

Advanced Search | New Titles | Course Reserves

How do I?

Questions?

Mobile Catalog

Browsing on your phone? Try the

Mobile Catalog

Beta

Minimum device requirements:
IOS 4.3 or later;
Android 4.1 or later;
Windows phone 7.1 or later;

Welcome to George T. Potter Library Catalog

Search for:

Keyword

and Keyword

and Keyword [+]

Search [New Search]

Item Types:

American History Textbook Project	Archive Material	Bestsellers	Books
Cahill Center	DVDs	Electronic book	Electronic journals
Equipment	Laptops	Miscellaneous AV materials	New Jersey Documents (electronic)
New Jersey Documents (print)	Print journals, magazines, or newspapers	Reference materials	Reserve materials for specific courses
Streaming video	US Government Documents (electronic)	US Government documents (print)	VHS

Subtypes

Any audience Any Content Any Format

Publication Date Range:

For example: 1999-2001. You could also use "-1987" for everything published before 1987 or "2008-" for everything published after 2008.

My Library Account

Ramapo Login Instruct

Login: R Number
Password: Last Name

Non-Ramapo Login Ins

Login: Library Barcode
Password: Last Name

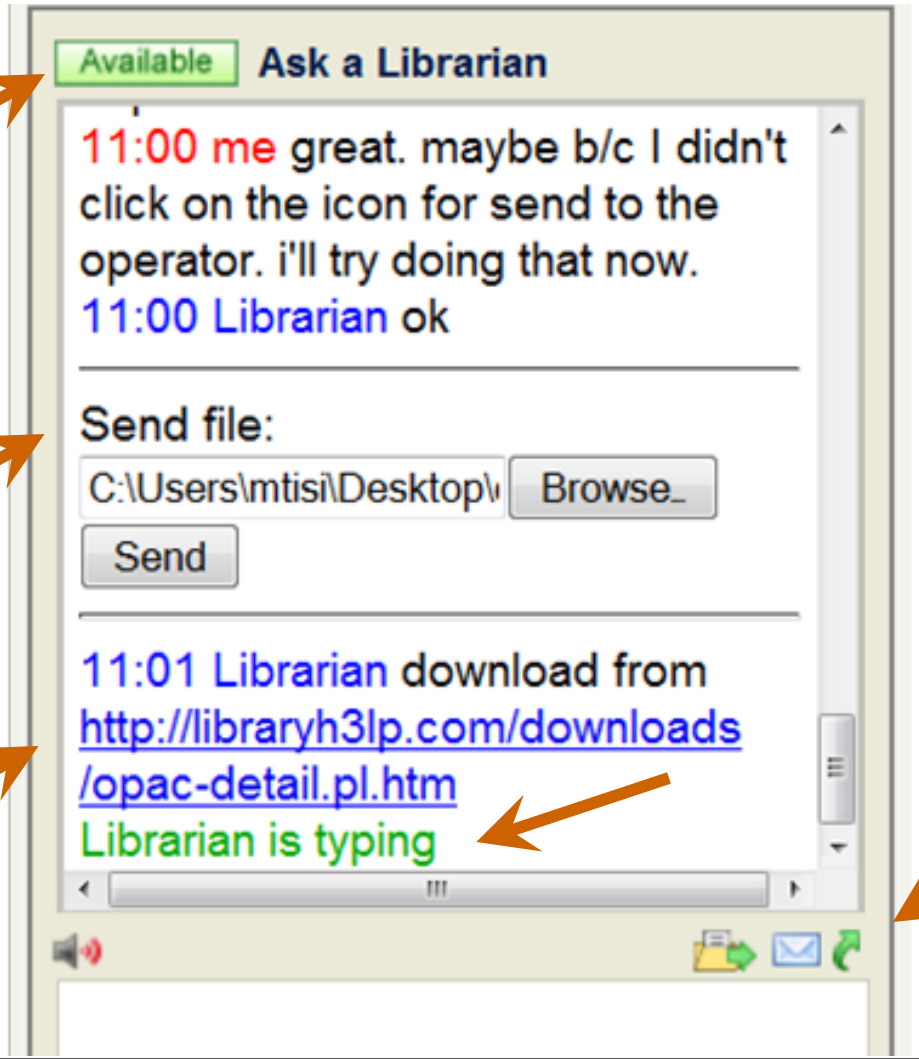
Login:

Password: (All Lowerca

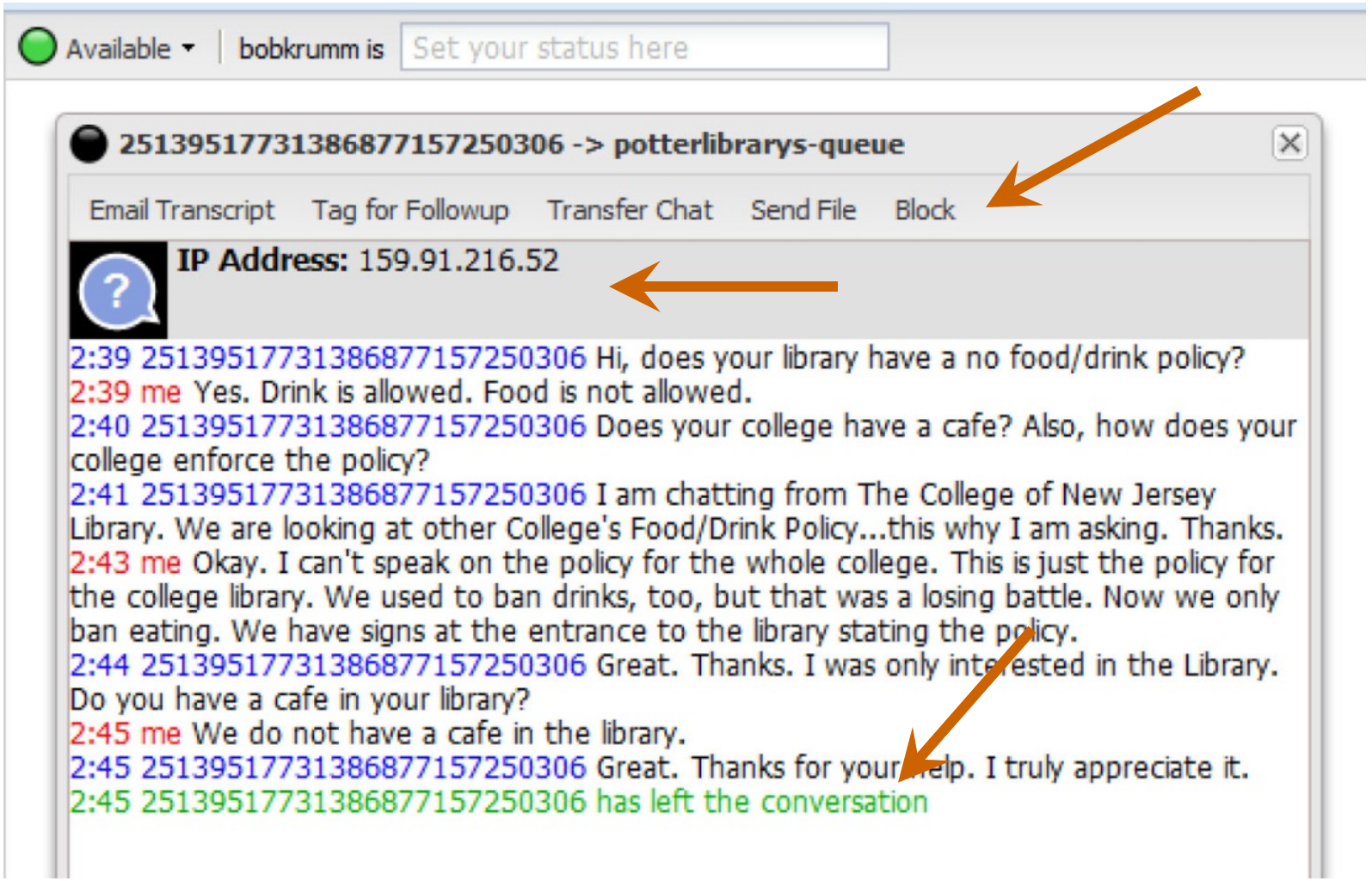
Log In

Contact Us if Unable t
Tel: 201-684-75

Chat Widget : Patron View



Chat Widget : Librarian View



Pros

- Multiple Queues & Librarians
- Highly Responsive Staff
- Extensive Documentation
- Mobile-device Friendly
- Optional Text/SMS features
- Price is Right!

LibraryH3lp

Costs

Academic Libraries

annually by student FTE

1,000 or fewer	$180
1,001 - 2,500	$240
2,501 - 5,000	$300
5,001 - 10,000	$360
10,001 - 15,000	$420
15,001 - 20,000	$480
20,001 - 25,000	$540
25,001 - 30,000	$600
30,001 - 35,000	$660
35,001 - 40,000	$720
40,001 - 45,000	$780
45,001 - 50,000	$840
50,001 - 60,000	$960
60,001 - 70,000	$1080

Optional: SMS

add-on packages available:

1,000 messages	$50
5,000 messages	$150
10,000 messages	$250
20,000 messages	$500

includes dedicated phone number
available in US, Canada, and UK only

No set-up fees or hidden charges!

Cons

- *Some technical issues*
- *No scripted messages*
- *Audio Alert Only*
- *No Co-Browsing Functionality*

Bonus Features

- Flexible License

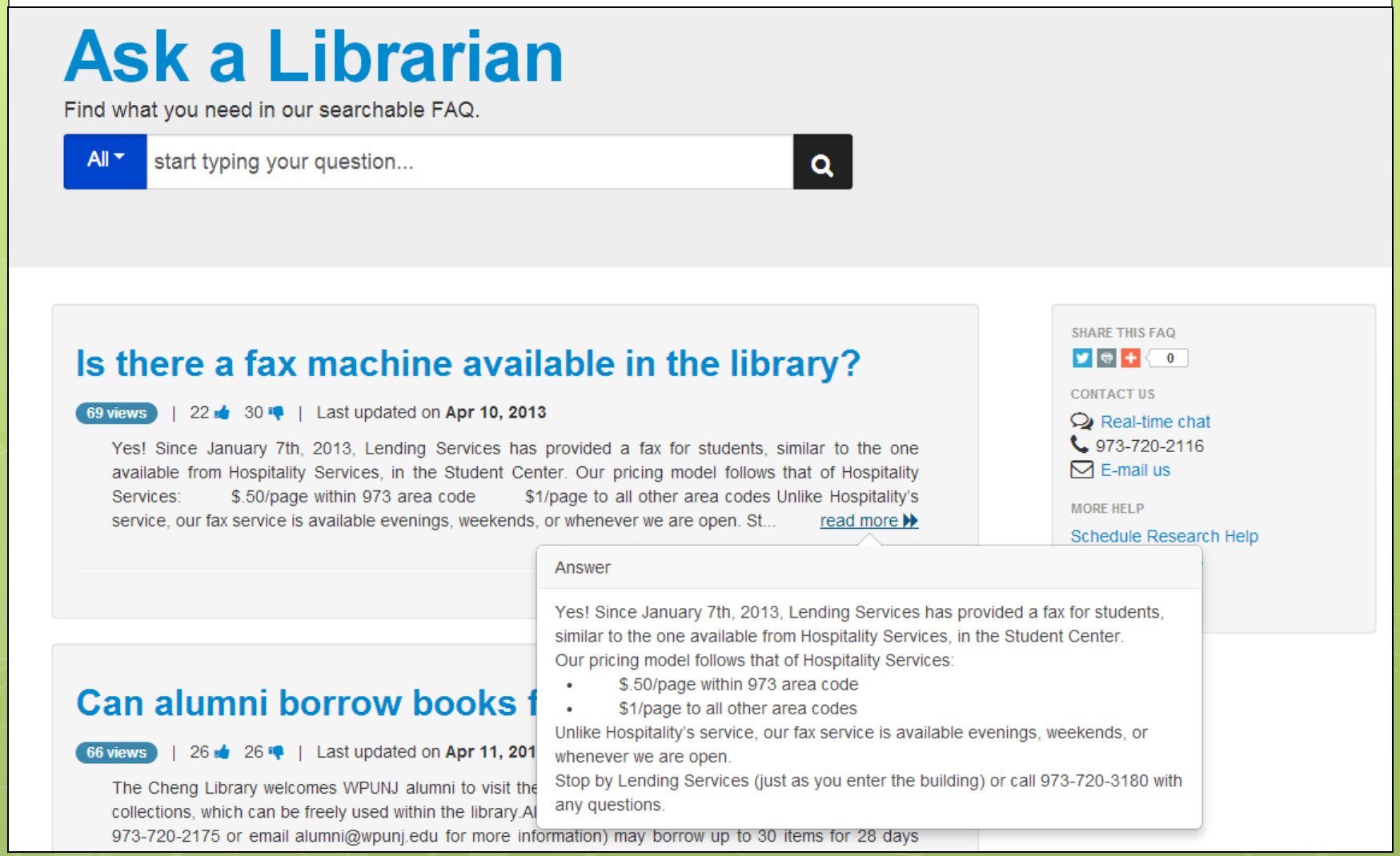
  allows for sharing across institution
- Customizable FAQs

  part of the standard subscription
- After Hours Staffing Options

  *partnered with **Chatstaff** for after hours coverage, at additional cost*
- Reports

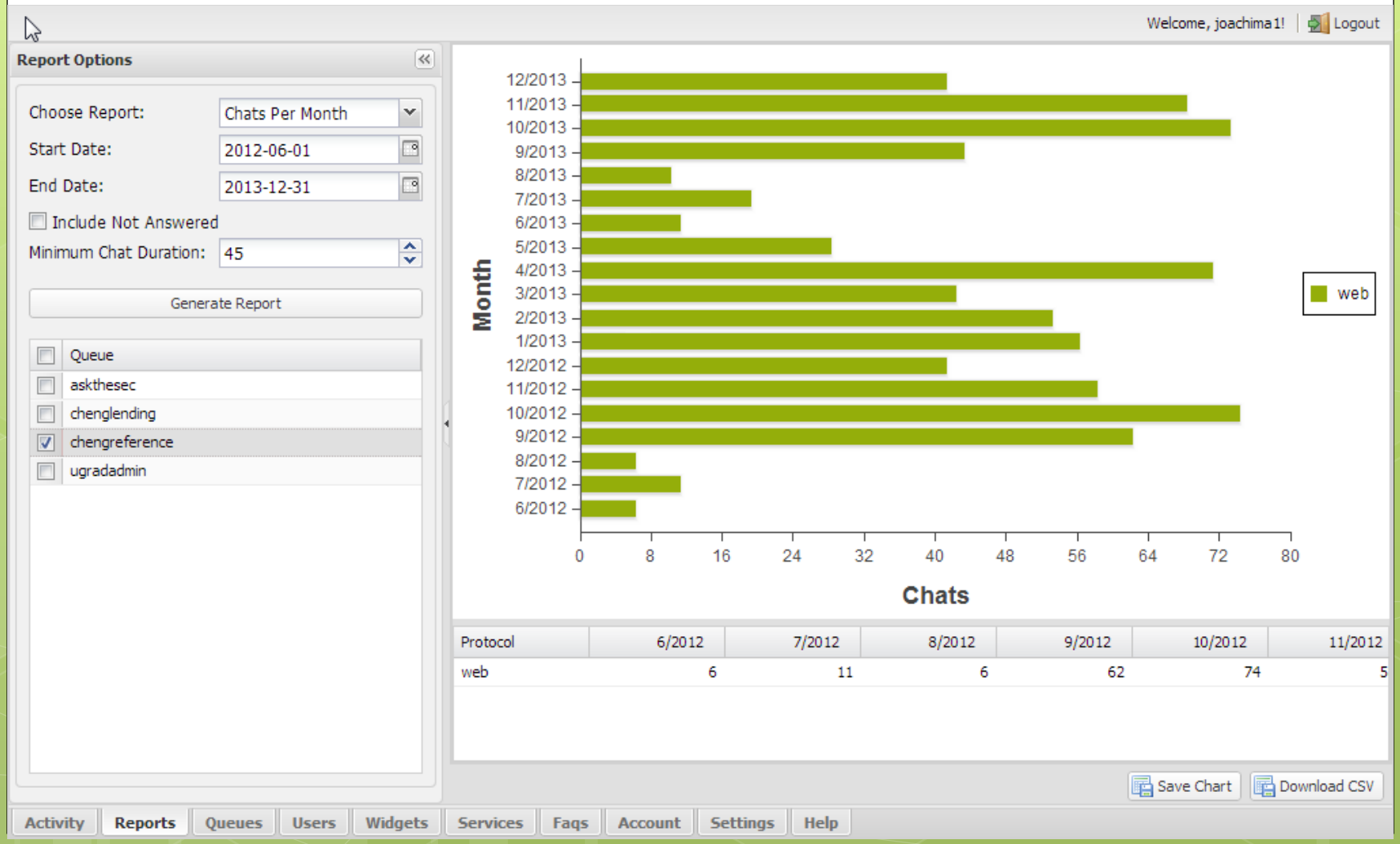
LibraryH3lp

Custom FAQs



LibraryH3lp

Reports



Mosio

Michelle Martin,

Burlington County College

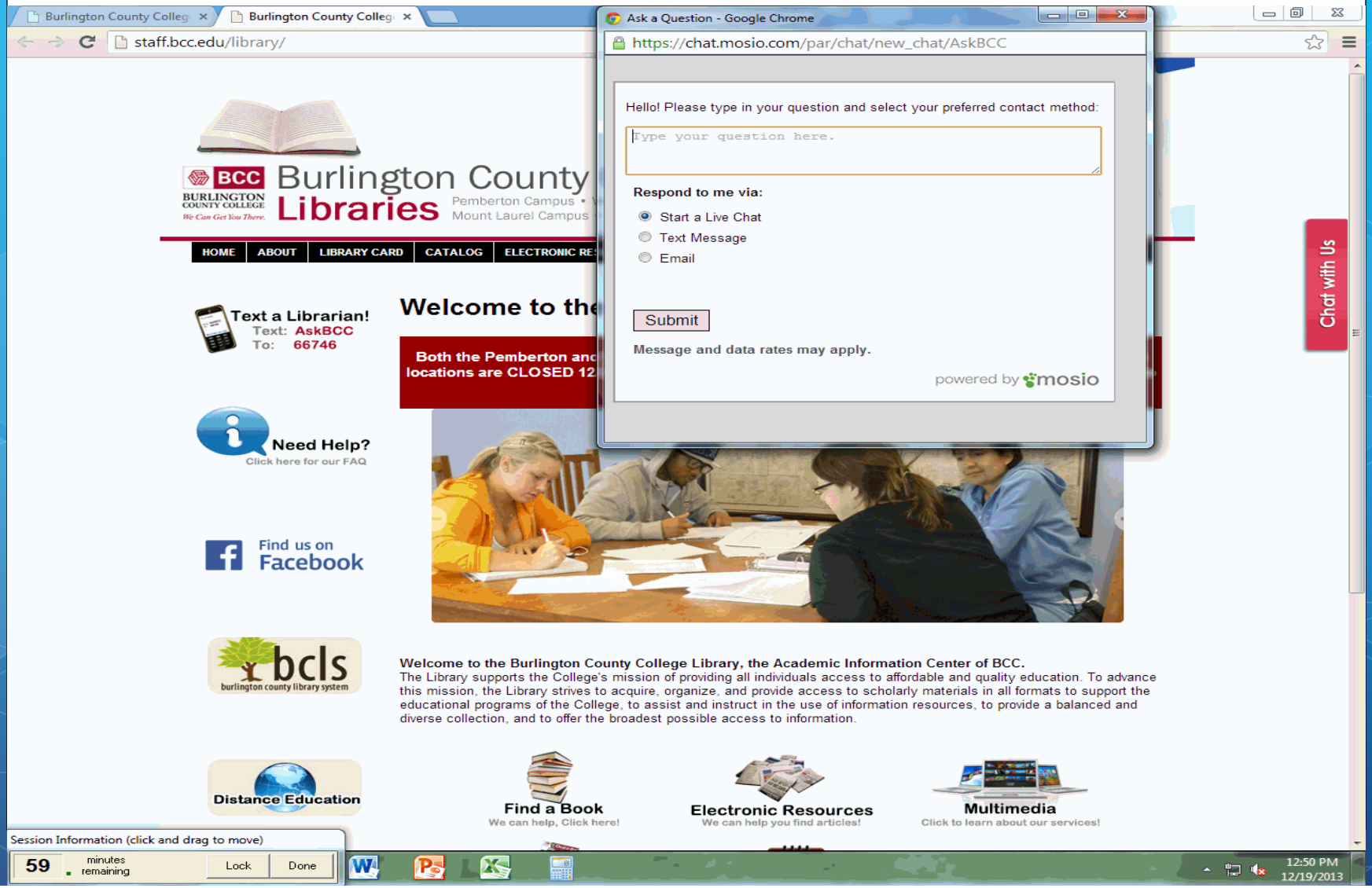
Overview

Mosio is a web-based text, online chat and email service which enables library reference staff to interact with increasingly mobile users.

Simply put, this allows us to engage with our community college students in a venue they understand and use with each other, daily.

Text is the new talk!

All Channels - Users' Choice



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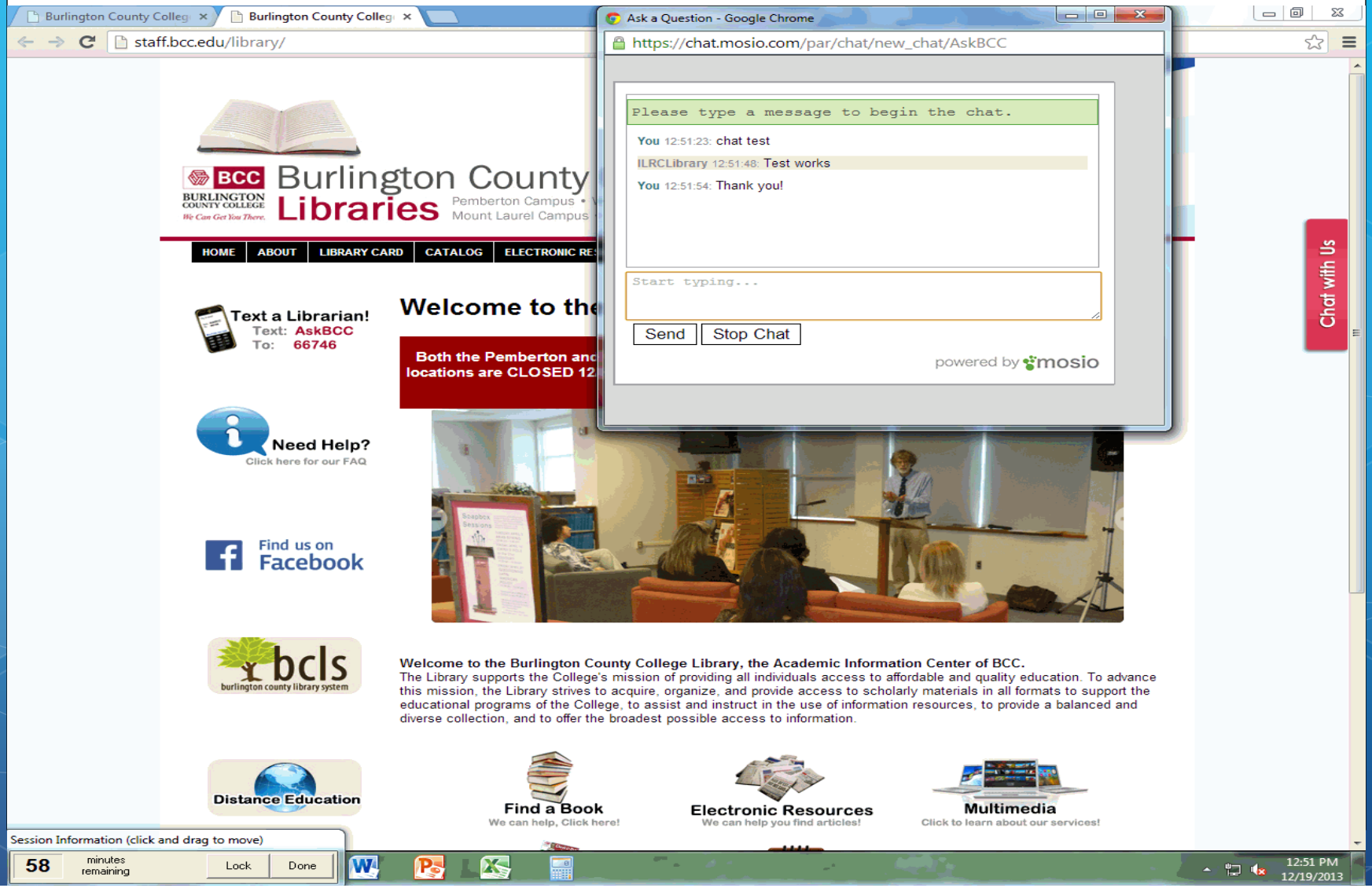
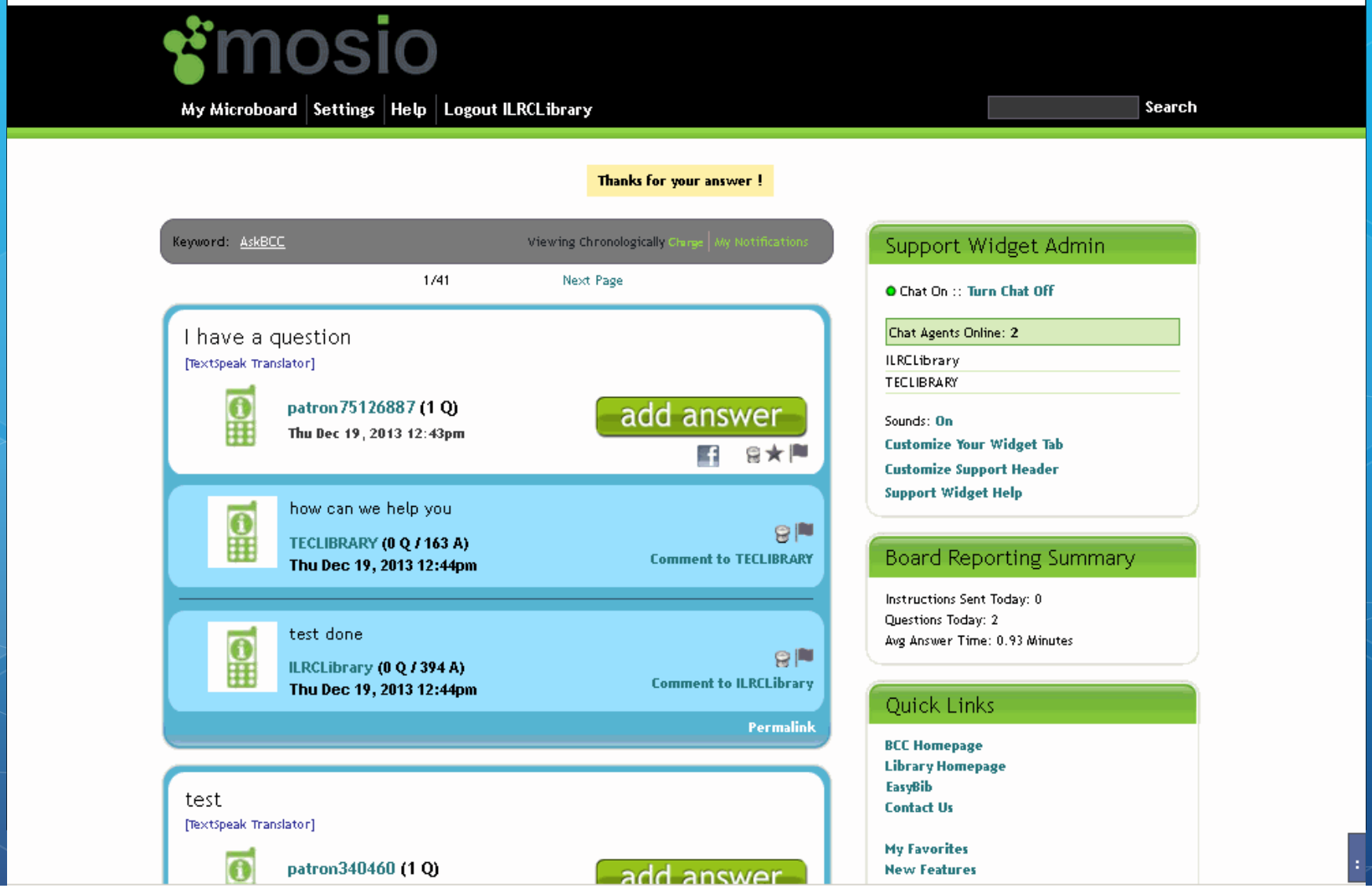


Dashboard Display

Dashboard Display



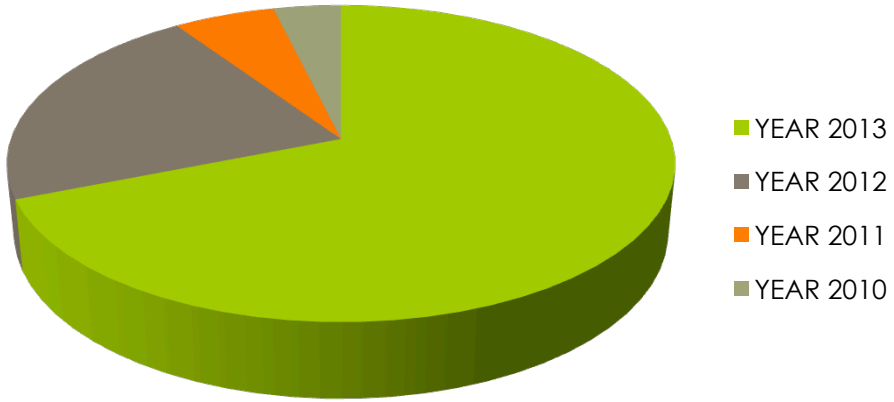
mosio

Pros

- Shared monitoring among multiple librarians
- Chat tab available regardless of where user is on website
- Customizable stock answers and auto responses
- Easy to set up and train staff
- Convenient for patrons
- Inexpensive – cost range from $888-$2388

Early Adopter

- Statistics show a steady increase in usage, year over year, until 2013 when it really took off!



Cons

- Microboard
  - Easy to miss new alerts
  - Need to frequently refresh
- Good stock answers and auto responses that are widely helpful, but it can be difficult to construct succinct answers
- Users might view digital communication as replacement for coming in person, rather than a service enhancement

Bonus Features

- Record interactions and statistics
- Marketing materials
- Training videos for staff
- “I Got It” Question Claiming
- Plugins + Apps for Drupal, Joomla!, Wordpress and Facebook
- Options to receive questions and send answers at anytime from anywhere
- Quick support response

LibAnswers

Denise Brush,
Rowan University
Maria Deptula,
Berkeley College

Overview

- Springshare's solution for reference services
- Basic LibAnswers platform offers:
  - Framework for a **library-created** knowledge base of questions, integrated with a system for users to contact librarians by email
- Add-on modules include:
  - LibChat (platform for real-time chat reference)
  - SMS (text messaging) tied into email interface
  - RefAnalytics (reference statistics collection)

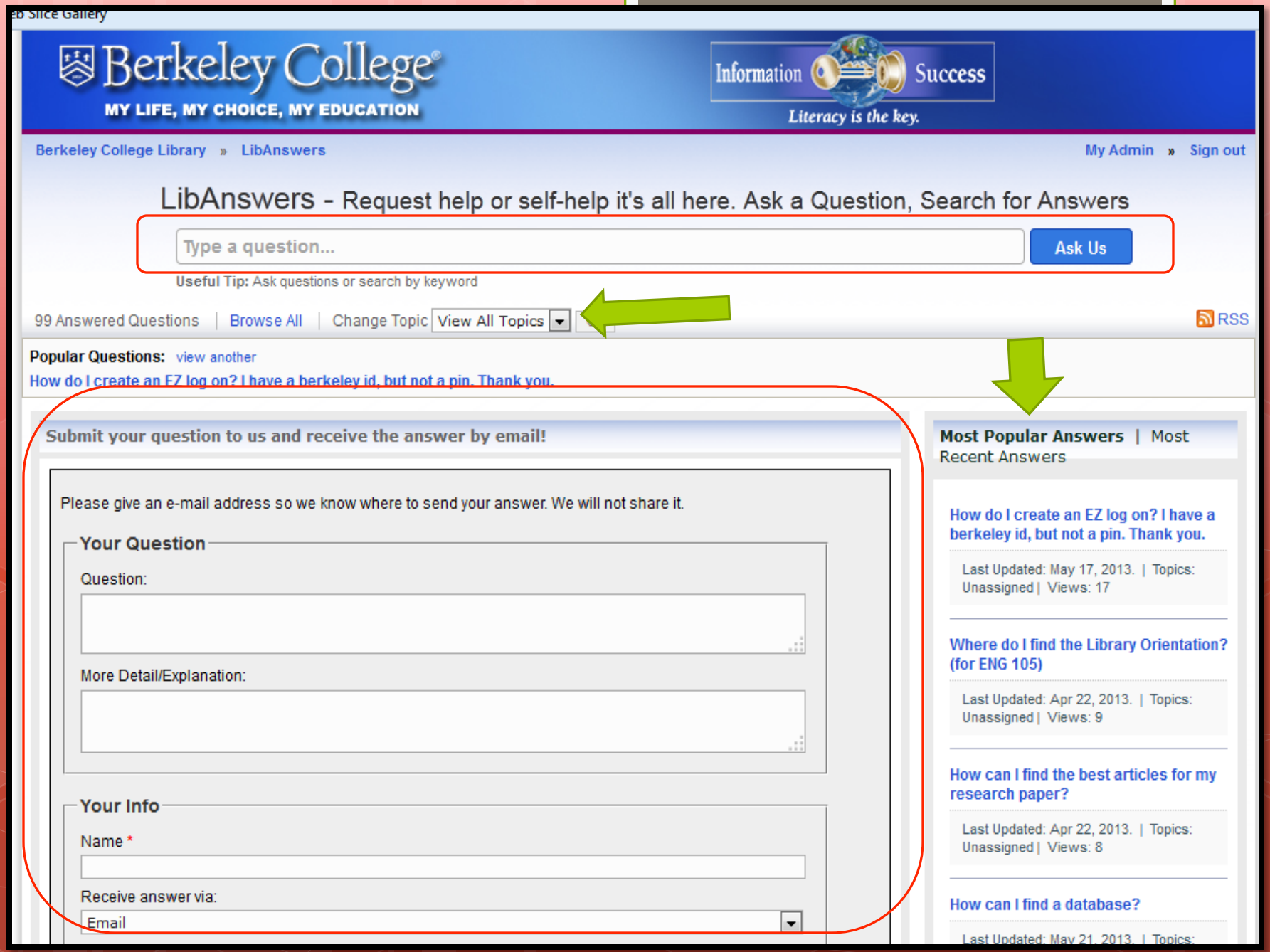
Costs

- Annual subscription based on FTE and expected usage
- Pricing for LibChat module depends on # of concurrent operators
- Pricing for SMS text messaging depends on # of messages needed per year

- Rowan: $1599/year for LibAnswers with SMS and RefAnalytics
- Berkeley: $1,899/year for LibAnswers, Unlimited LibChat, Reference Analytics & Email Integration

Features – public facing

- Easy to use natural language search box
- Multiple ways to browse public questions – Most Recent, Most Popular, by Topic, by Keyword, etc.
- LibChat –
  - Accessed via an embedded chat widget; includes “patron rating system"
  - Transcripts, canned messages, chat widgets
  - When offline, patrons are directed to knowledge base and email submission form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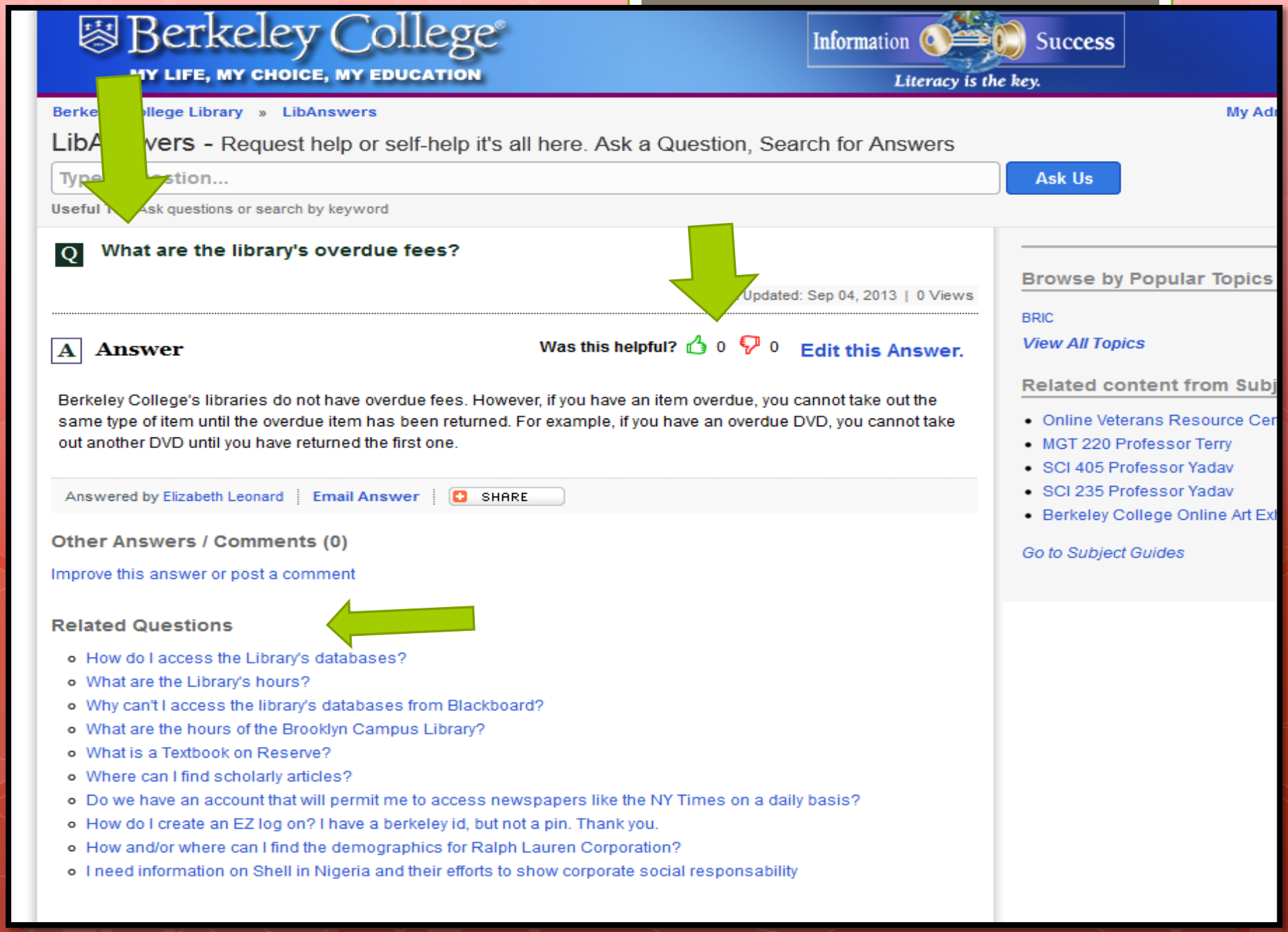
Information Success
Literacy is the key.
Berkeley College Library » LibAnswers
My Admin » Sign out
LibAnswers - Request help or self-help it's all here. Ask a Question, Search for Answers
Type a question...
Ask Us
Useful Tip: Ask questions or search by keyword
99 Answered Questions | Browse All | Change Topic View All Topics
RSS
Popular Questions: view another
How do I create an EZ log on? I have a berkeley id, but not a pin. Thank you.
Submit your question to us and receive the answer by email!
Please give an e-mail address so we know where to send your answer. We will not share it.
Your Question
Question:
More Detail/Explanation:
Your Info
Name *
Receive answer via:
Email
Most Popular Answers | Most Recent Answers
How do I create an EZ log on? I have a berkeley id, but not a pin. Thank you.
Last Updated: May 17, 2013. | Topics: Unassigned | Views: 17
Where do I find the Library Orientation? (for ENG 105)
Last Updated: Apr 22, 2013. | Topics: Unassigned | Views: 9
How can I find the best articles for my research paper?
Last Updated: Apr 22, 2013. | Topics: Unassigned | Views: 8
How can I find a database?
Last Updated: May 21, 2013. | Topics: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Literacy is the key.
» LibAnswers
Ask Us
Ask questions or search by keyword
What are the library's overdue fees?
Updated: Sep 04, 2013 | 0 Views
Answer
Was this helpful? 0 0
Edit this Answer.
Berkeley College's libraries do not have overdue fees. However, if you have an item overdue, you cannot take out the same type of item until the overdue item has been returned. For example, if you have an overdue DVD, you cannot take out another DVD until you have returned the first one.
Answered by Elizabeth Leonard
Email Answer
SHARE
Other Answers / Comments (0)
Improve this answer or post a comment
Related Questions
How do I access the Library's databases?
What are the Library's hours?
Why can't I access the library's databases from Blackboard?
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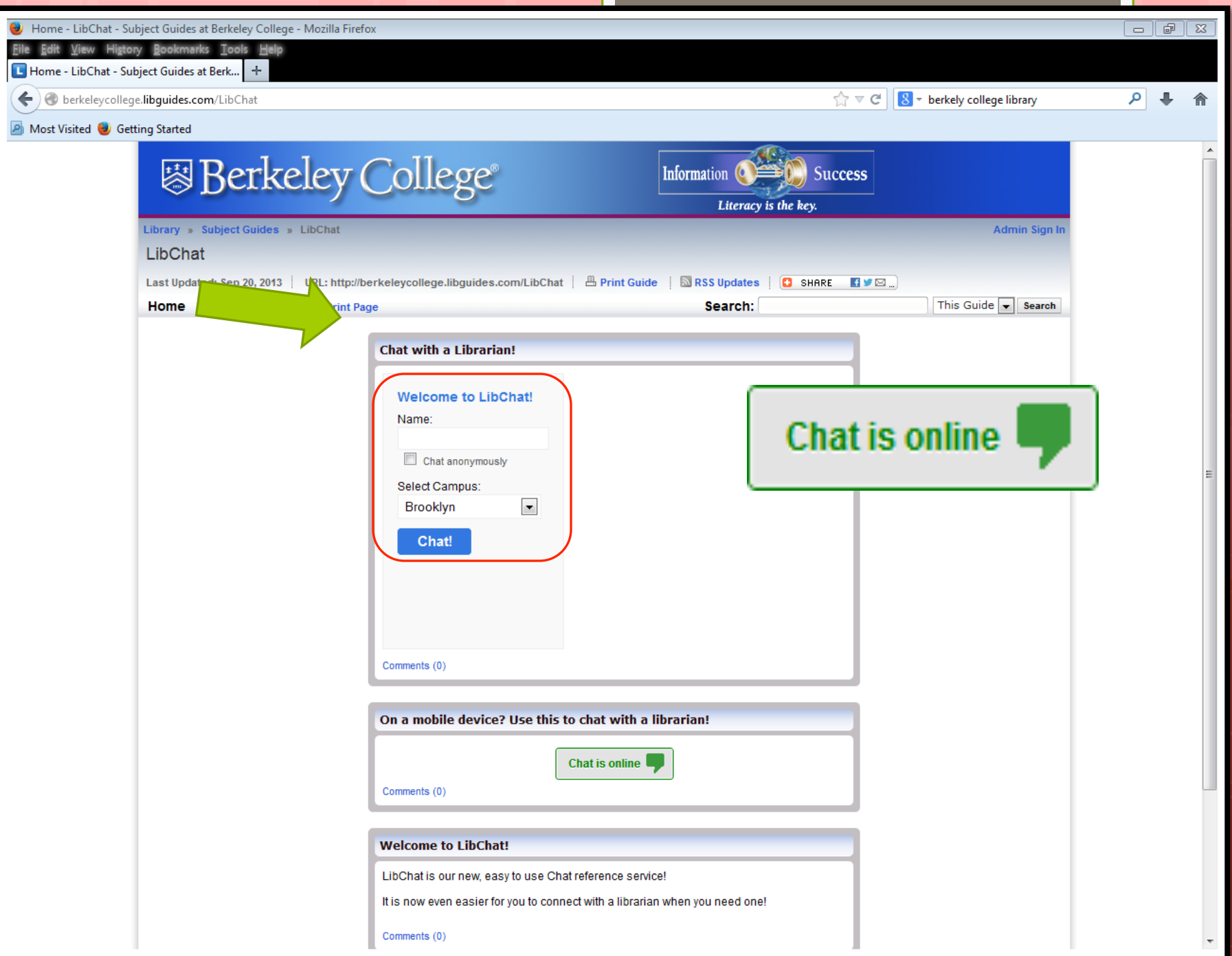
What is a Textbook on Reserve?
Where can I find scholarly articles?
Do we have an account that will permit me to access newspapers like the NY Times on a daily basis?
How do I create an EZ log on? I have a berkeley id, but not a pin. Thank you.
How and/or where can I find the demographics for Ralph Lauren Corporation?
I need information on Shell in Nigeria and their efforts to show corporate social responsability
Browse by Popular Topics
BRIC
View All Topics
Related content from Subj
Online Veterans Resource Cer
MGT 220 Professor Terry
SCI 405 Professor Yadav
SCI 235 Professor Yadav
Berkeley College Online Art Ex
Go to Subject Guides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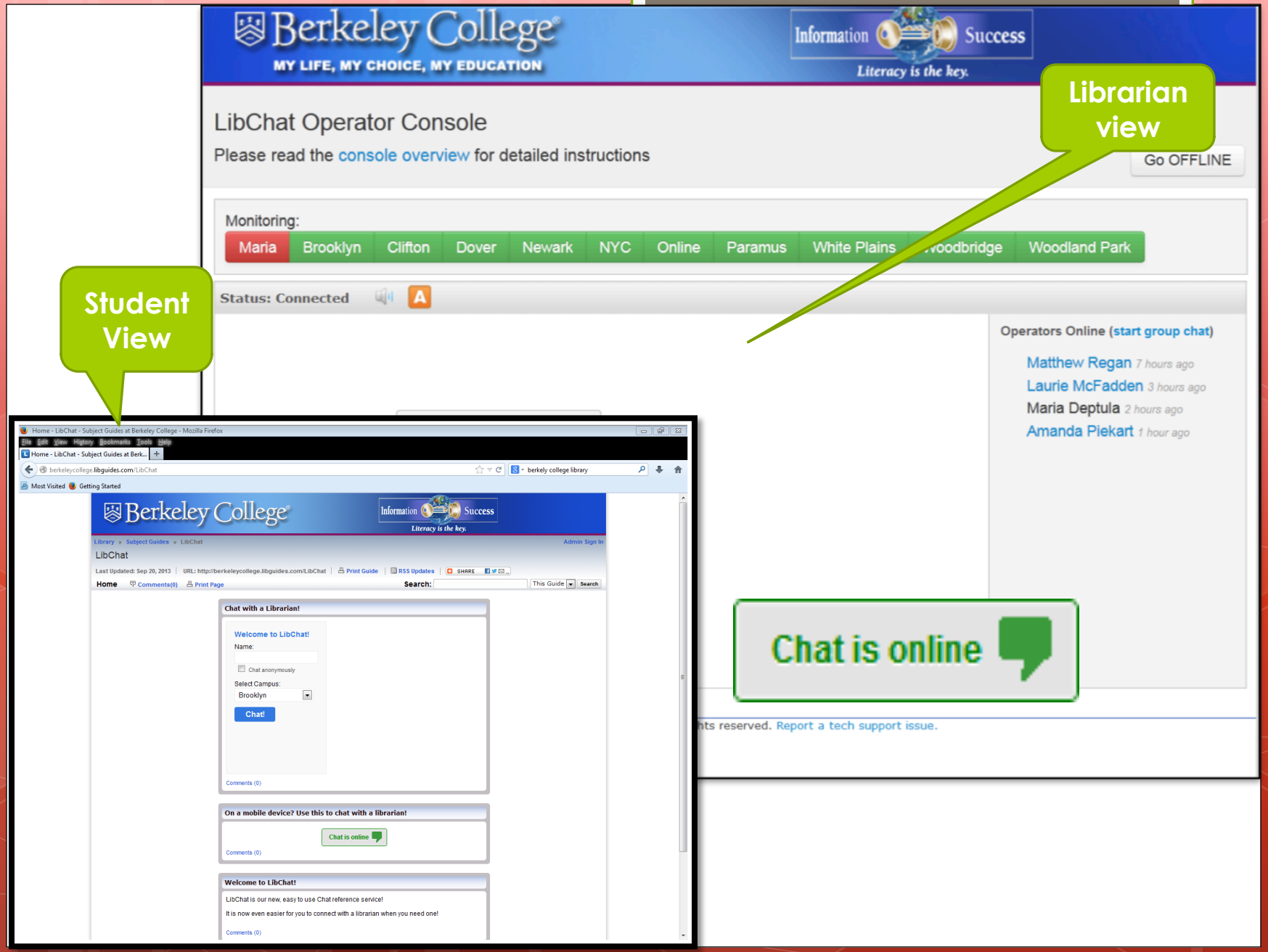
Most Visited
Getting Started
Berkeley College
Information Success
Literacy is the key.
Library » Subject Guides » LibChat
Admin Sign In
LibChat
Last Updated: Sep 20, 2013
URL: http://berkeleycollege.libguides.com/LibChat
Print Guide
RSS Updates
SHARE
Home
Print Page
Search:
This Guide
Search
Chat with a Librarian!
Welcome to LibChat!
Name:
Chat anonymously
Select Campus:
Brooklyn
Chat!
Comments (0)
Chat is online
On a mobile device? Use this to chat with a librarian!
Chat is online
Comments (0)
Welcome to LibChat!
LibChat is our new, easy to use Chat reference service!
It is now even easier for you to connect with a librarian when you need one!
Comments (0)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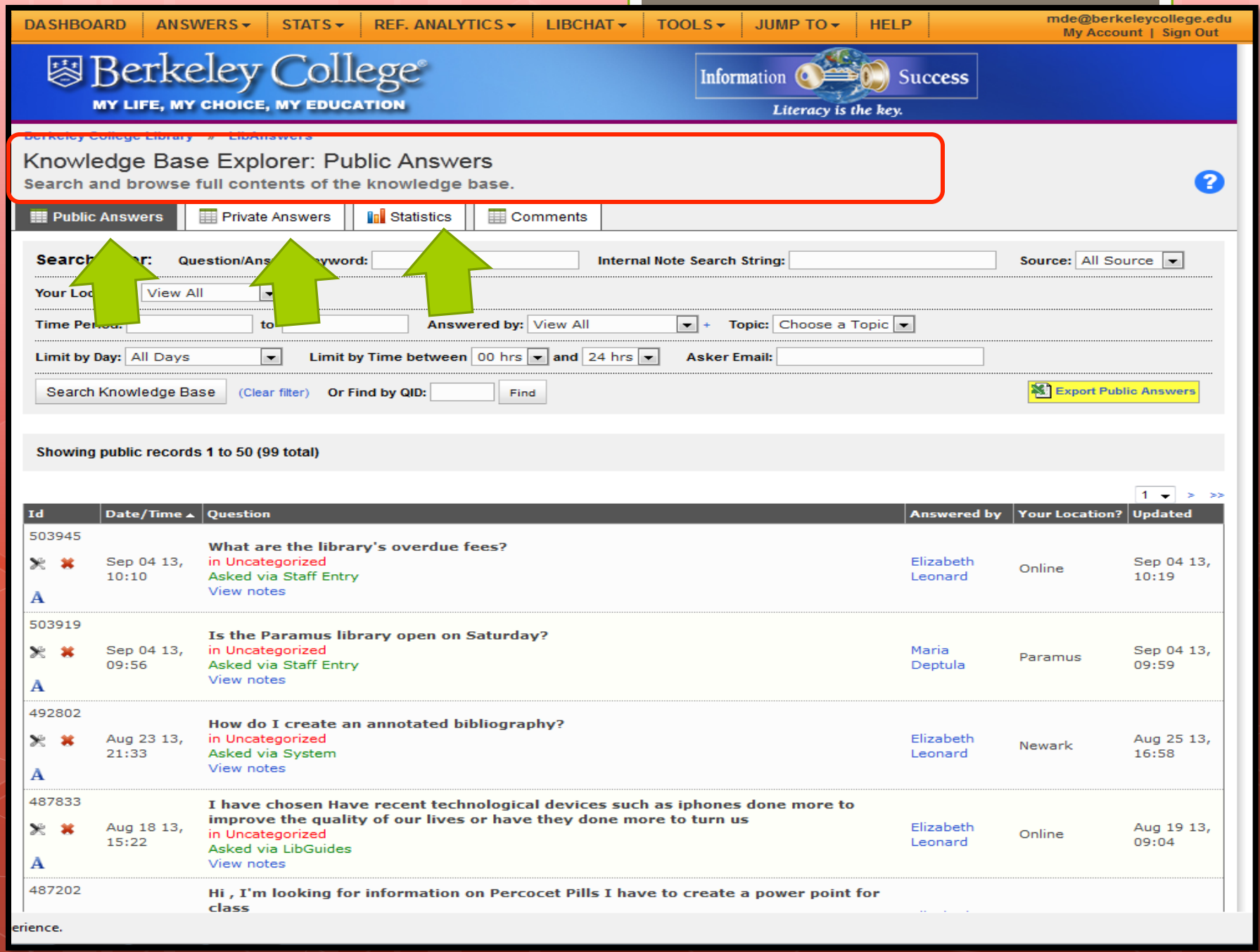
Literacy is the key.
LibChat Operator Console
Please read the console overview for detailed instructions
Go OFFLINE
Librarian view
Monitoring:
Maria
Brooklyn
Clifton
Dover
Newark
NYC
Online
Paramus
White Plains
Woodbridge
Woodland Park
Status: Connected
Operators Online (start group chat)
Matthew Regan 7 hours ago
Laurie McFadden 3 hours ago
Maria Deptula 2 hours ago
Amanda Piekart 1 hour ago
Student View
Chat is online
Report a tech support issue.
Chat with a Librarian!
Welcome to LibChat!
Name:
Chat anonymously
Select Campus:
Brooklyn
Chat!
On a mobile device? Use this to chat with a librarian!
Chat is online
Welcome to LibChat!
LibChat is our new, easy to use Chat reference service!
It is now even easier for you to connect with a librarian when you need one!

Features – for librarians

- E-mail, chat, text message, and in-person questions integrated in one platform
- With RefAnalytics, you can measure up to 10 types of data for each reference question
- Statistics can be generated instantly in graphical format
- Query Spy lets you see what answers users couldn't find on your site, and what they clicked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Knowledge Base Explorer: Public Answers
Search and browse full contents of the knowledge base.
Public Answers
Private Answers
Statistics
Comments
Question/Answer Keyword:
Internal Note Search String:
Source: All Source
View All
Time Period:
to
Answered by: View All
Topic: Choose a Topic
Limit by Day: All Days
Limit by Time between 00 hrs and 24 hrs
Asker Email:
Search Knowledge Base
(Clear filter)
Or Find by QID:
Find
Export Public Answers
Showing public records 1 to 50 (99 total)
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Date/Time
Question
Answered by
Your Location?
Updated
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Sep 04 13, 10:10
What are the library's overdue fees?
in Uncategorized
Asked via Staff Entry
View notes
Elizabeth Leonard
Online
Sep 04 13, 10:19
503919
Sep 04 13, 09:56
Is the Paramus library open on Saturday?
in Uncategorized
Asked via Staff Entry
View notes
Maria Deptula
Paramus
Sep 04 13, 09:59
492802
Aug 23 13, 21:33
How do I create an annotated bibliography?
in Uncategorized
Asked via System
View notes
Elizabeth Leonard
Newark
Aug 25 13, 16:58
487833
Aug 18 13, 15:22
I have chosen Have recent technological devices such as iphones done more to improve the quality of our lives or have they done more to turn us
in Uncategorized
Asked via LibGuides
View notes
Elizabeth Leonard
Online
Aug 19 13, 09:04
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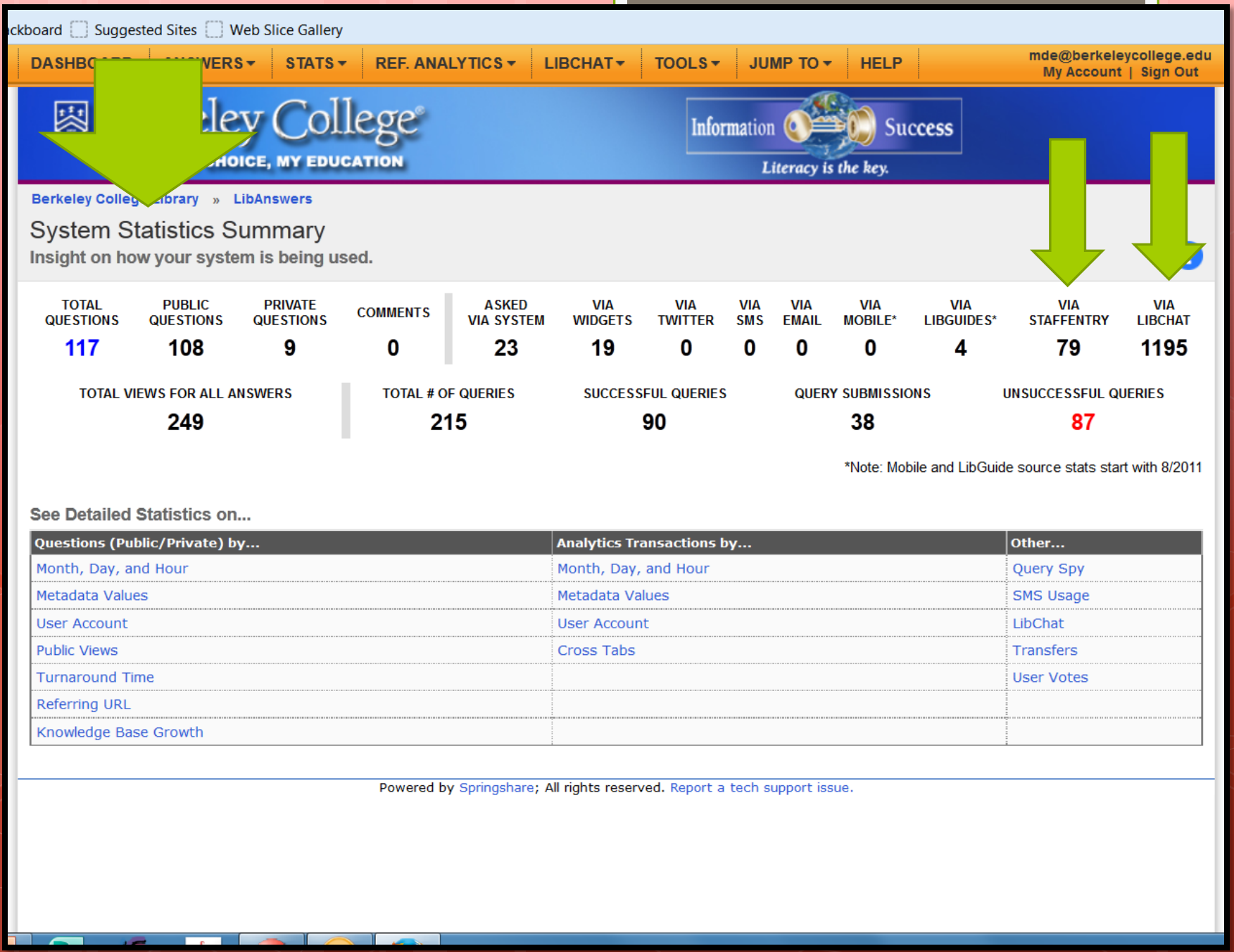
Hi , I'm looking for information on Percocet Pills I have to create a power point for class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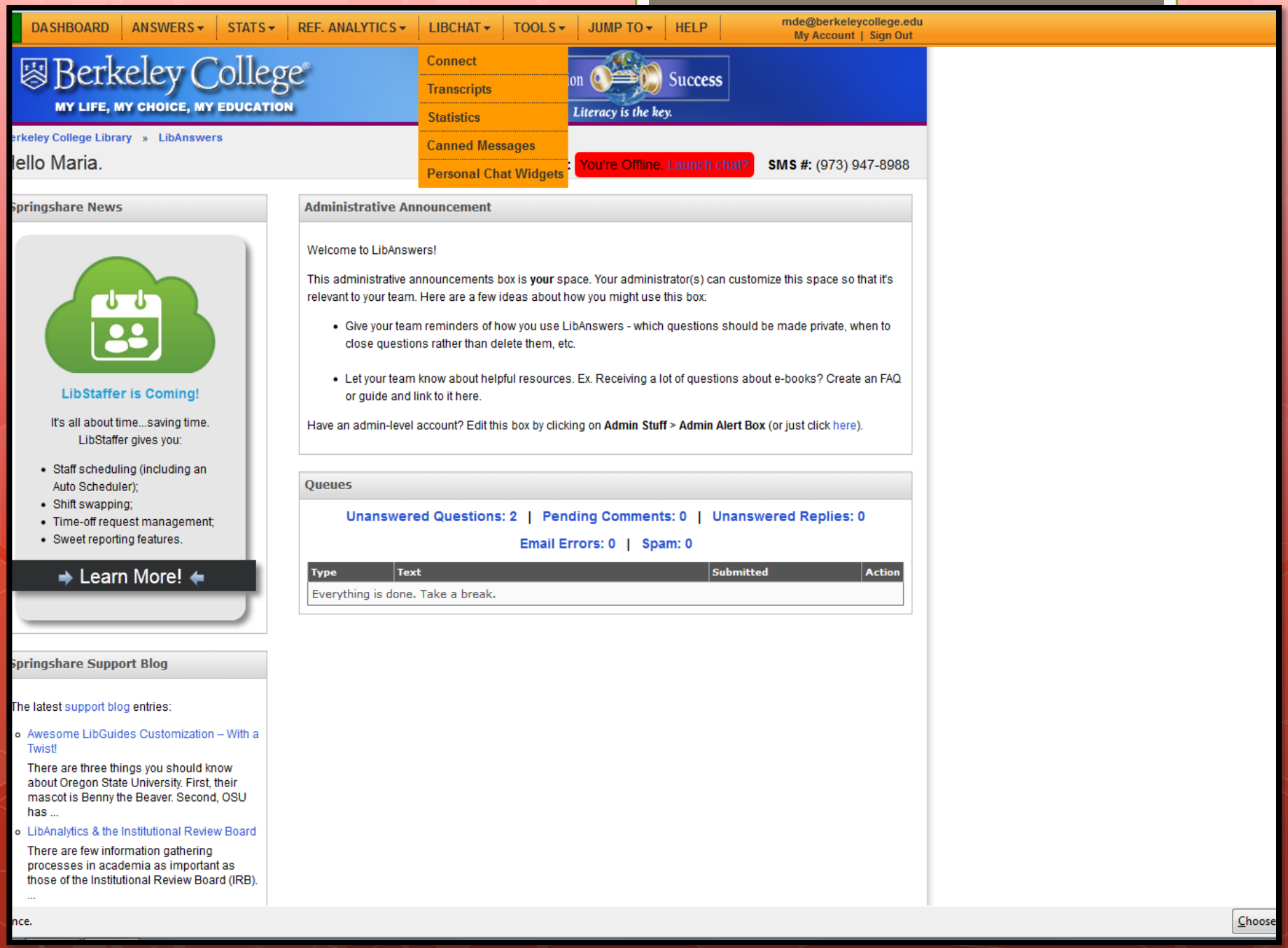
System Statistics Summary
Insight on how your system is being used.
TOTAL QUESTIONS 117
PUBLIC QUESTIONS 108
PRIVATE QUESTIONS 9
COMMENTS 0
ASKED VIA SYSTEM 23
VIA WIDGETS 19
VIA TWITTER 0
VIA SMS 0
VIA EMAIL 0
VIA MOBILE* 0
VIA LIBGUIDES* 4
VIA STAFFENTRY 79
VIA LIBCHAT 1195
TOTAL VIEWS FOR ALL ANSWERS 249
TOTAL # OF QUERIES 215
SUCCESSFUL QUERIES 90
QUERY SUBMISSIONS 38
UNSUCCESSFUL QUERIES 87
*Note: Mobile and LibGuide source stats start with 8/2011
See Detailed Statistics on...
Questions (Public/Private) by...
Month, Day, and Hour
Metadata Values
User Account
Public Views
Turnaround Time
Referring URL
Knowledge Base Growth
Analytics Transactions by...
Month, Day, and Hour
Metadata Values
User Account
Cross Tabs
Other...
Query Spy
SMS Usage
LibChat
Transfers
User Votes
Powered by Springshare; All rights reserved. Report a tech support issue.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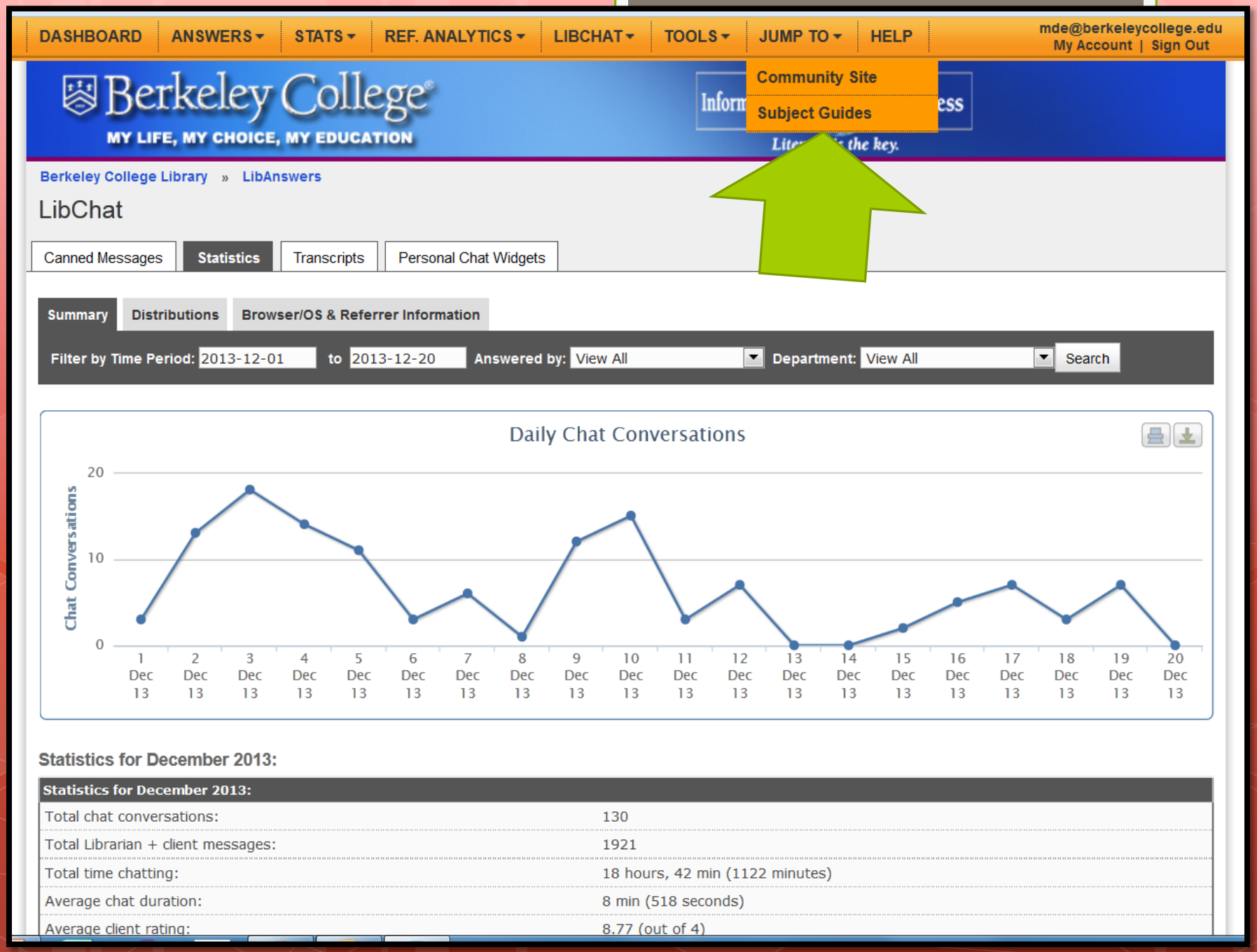
lello Maria.
You're Offline. Launch chat?
SMS #: (973) 947-8988
Springshare News
LibStaffer is Coming!
It's all about time...saving time.
LibStaffer gives you:
Staff scheduling (including an Auto Scheduler);
Shift swapping;
Time-off request management;
Sweet reporting features.
Learn More!
Springshare Support Blog
The latest support blog entries:
Awesome LibGuides Customization – With a Twist!
There are three things you should know about Oregon State University. First, their mascot is Benny the Beaver. Second, OSU has ...
LibAnalytics & the Institutional Review Board
There are few information gathering processes in academia as important as those of the Institutional Review Board (IRB). ...
Administrative Announcement
Welcome to LibAnswers!
This administrative announcements box is your space. Your administrator(s) can customize this space so that it's relevant to your team. Here are a few ideas about how you might use this box:
Give your team reminders of how you use LibAnswers - which questions should be made private, when to close questions rather than delete them, etc.
Let your team know about helpful resources. Ex. Receiving a lot of questions about e-books? Create an FAQ or guide and link to it here.
Have an admin-level account? Edit this box by clicking on Admin Stuff > Admin Alert Box (or just click here).
Queues
Unanswered Questions: 2 | Pending Comments: 0 | Unanswered Replies: 0
Email Errors: 0 | Spam: 0
Type
Text
Submitted
Action
Everything is done. Take a break.
nce.
Choose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Filter by Time Period: 2013-12-01 to 2013-12-20 Answered by: View All Department: View All Search
Daily Chat Conversations
Chat Conversations
20
10
0
1 Dec 13
2 Dec 13
3 Dec 13
4 Dec 13
5 Dec 13
6 Dec 13
7 Dec 13
8 Dec 13
9 Dec 13
10 Dec 13
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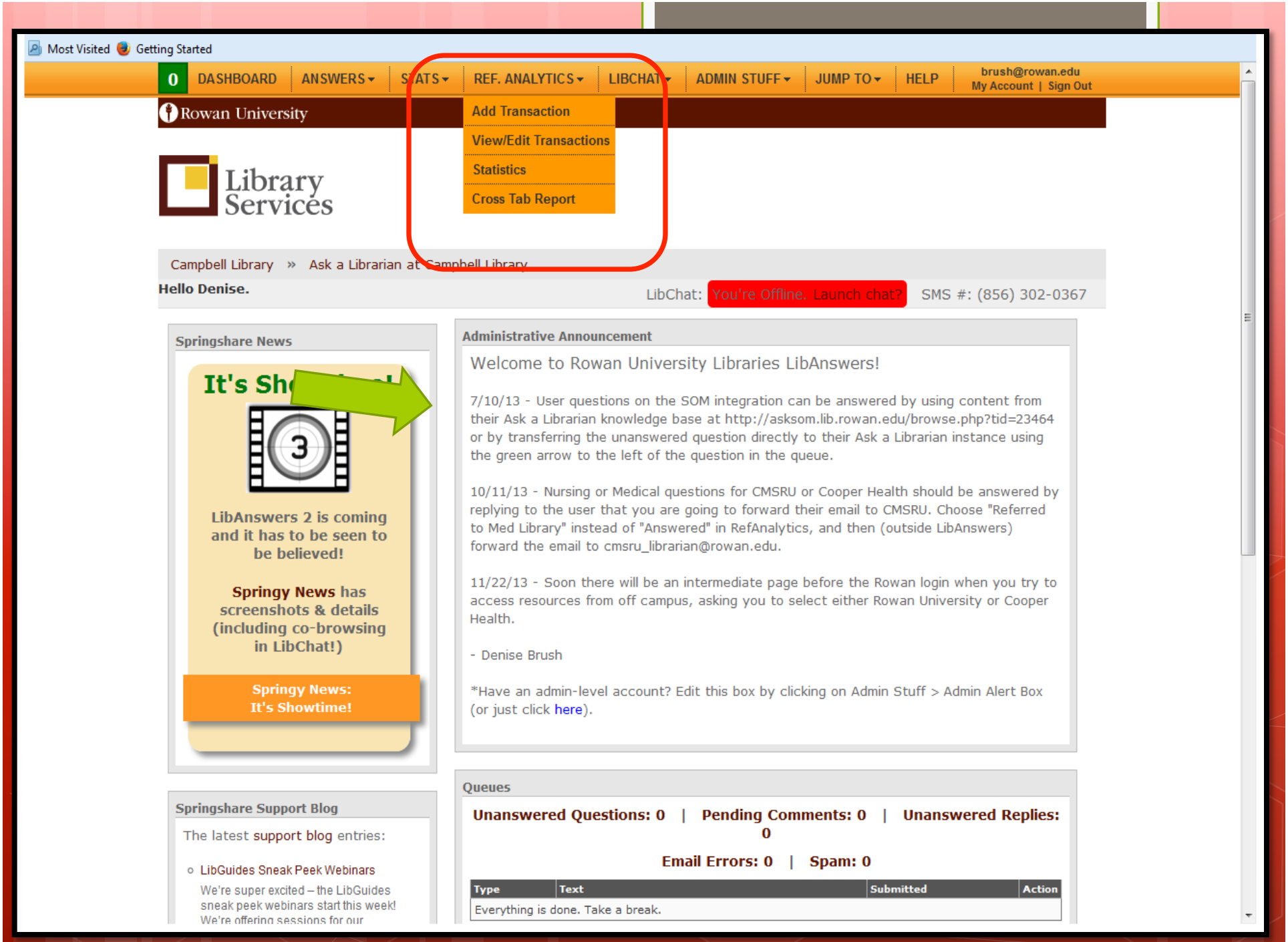
14 Dec 13
15 Dec 13
16 Dec 13
17 Dec 13
18 Dec 13
19 Dec 13
20 Dec 13
Statistics for December 2013:
Statistics for December 2013:
Total chat conversations: 130
Total Librarian + client messages: 1921
Total time chatting: 18 hours, 42 min (1122 minutes)
Average chat duration: 8 min (518 seconds)
Average client rating: 8.77 (out of 4)


Most Visited
Getting Started
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DASHBOARD
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View/Edit Transactions
Statistics
Cross Tab Report
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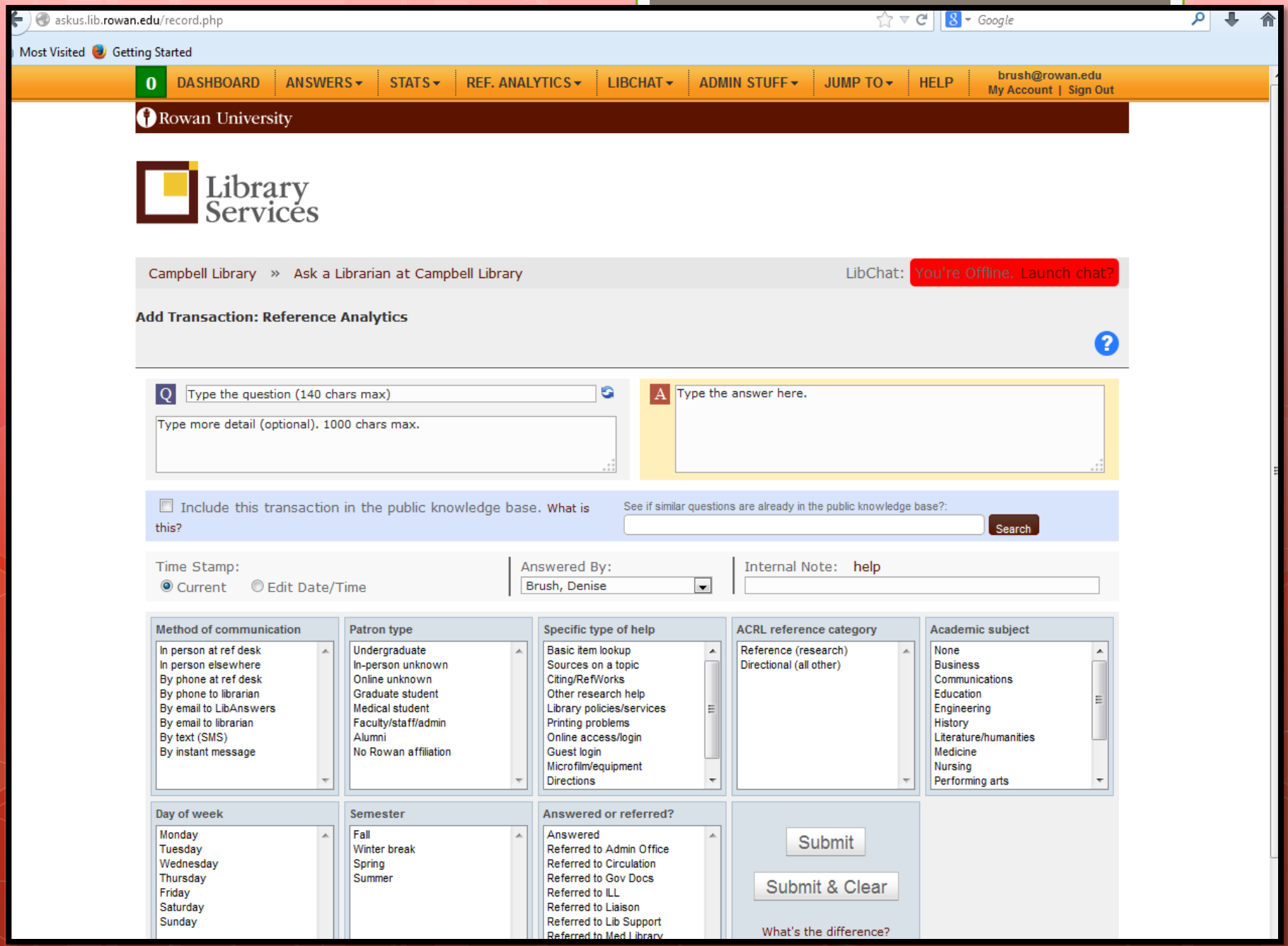
Campbell Library » Ask a Librarian at Campbell Library
Hello Denise.
LibChat: You're Offline. Launch chat?
SMS #: (856) 302-0367
Springshare News
It's Sh
3
LibAnswers 2 is coming and it has to be seen to be believed!
Springy News has screenshots & details (including co-browsing in LibChat!)
Springy News: It's Showtime!
Springshare Support Blog
The latest support blog entries:
LibGuides Sneak Peek Webinars
We're super excited – the LibGuides sneak peek webinars start this week! We're offering sessions for our
Administrative Announcement
Welcome to Rowan University Libraries LibAnswers!
7/10/13 - User questions on the SOM integration can be answered by using content from their Ask a Librarian knowledge base at http://asksom.lib.rowan.edu/browse.php?tid=23464 or by transferring the unanswered question directly to their Ask a Librarian instance using the green arrow to the left of the question in the queue.
10/11/13 - Nursing or Medical questions for CMSRU or Cooper Health should be answered by replying to the user that you are going to forward their email to CMSRU. Choose "Referred to Med Library" instead of "Answered" in RefAnalytics, and then (outside LibAnswers) forward the email to cmsru_librarian@rowan.edu.
11/22/13 - Soon there will be an intermediate page before the Rowan login when you try to access resources from off campus, asking you to select either Rowan University or Cooper Health.
- Denise Brush
*Have an admin-level account? Edit this box by clicking on Admin Stuff > Admin Alert Box (or just click here).
Queues
Unanswered Questions: 0 | Pending Comments: 0 | Unanswered Replies: 0
Email Errors: 0 | Spam: 0
Type
Text
Submitted
Action
Everything is done. Take a break.


askus.lib.rowan.edu/record.php
Most Visited
Getting Started
DASHBOARD
ANSWERS
STATS
REF. ANALYTICS
LIBCHAT
ADMIN STUFF
JUMP TO
HELP
brush@rowan.edu
My Account | Sign Out
Rowan University
Library Services
Campbell Library » Ask a Librarian at Campbell Library
LibChat: You're Offline. Launch chat?
Add Transaction: Reference Analytics
Type the question (140 chars max)
Type more detail (optional). 1000 chars max.
Type the answer here.
Include this transaction in the public knowledge base. What is this?
See if similar questions are already in the public knowledge base?:
Search
Time Stamp:
Current
Edit Date/Time
Answered By:
Brush, Denise
Internal Note: help
Method of communication
In person at ref desk
In person elsewhere
By phone at ref desk
By phone to librarian
By email to LibAnswers
By email to librarian
By text (SMS)
By instant message
Patron type
Undergraduate
In-person unknown
Online unknown
Graduate student
Medical student
Faculty/staff/admin
Alumni
No Rowan affiliation
Specific type of help
Basic item lookup
Sources on a topic
Citing/RefWorks
Other research help
Library policies/services
Printing problems
Online access/login
Guest login
Microfilm/equipment
Directions
ACRL reference category
Reference (research)
Directional (all other)
Academic subject
None
Business
Communications
Education
Engineering
History
Literature/humanities
Medicine
Nursing
Performing arts
Day of week
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday
Sunday
Semester
Fall
Winter break
Spring
Summer
Answered or referred?
Answered
Referred to Admin Office
Referred to Circulation
Referred to Gov Docs
Referred to ILL
Referred to Liaison
Referred to Lib Support
Referred to Med Library
Submit
Submit & Clear
What's the difference?

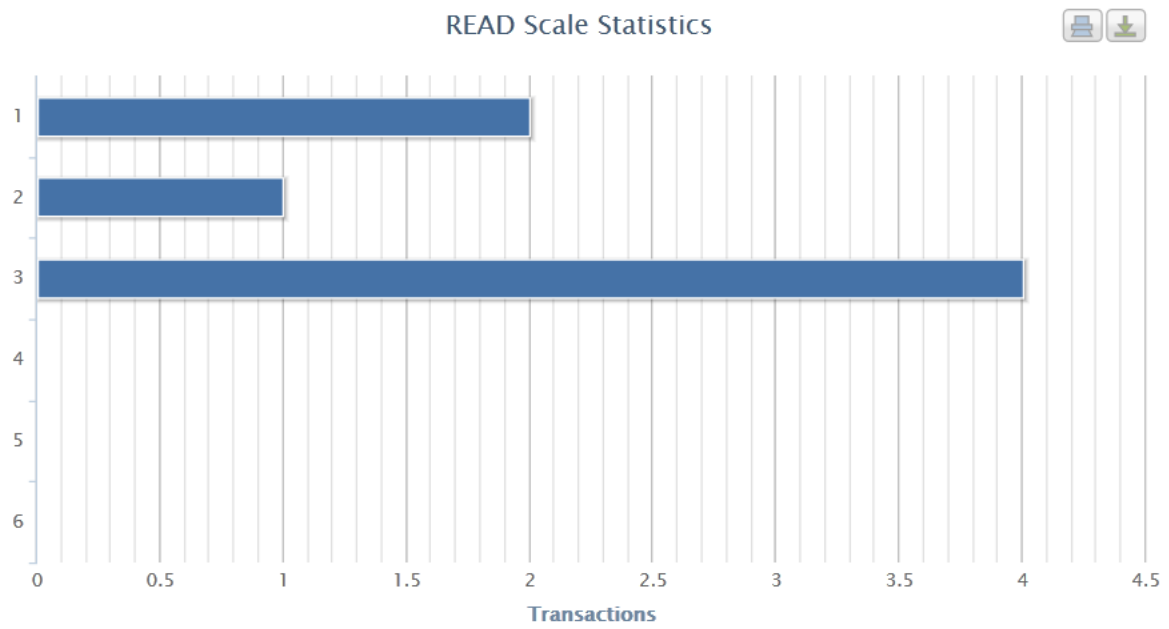
Transaction Statistics: Reference Analytics

DASHBOARD | A

erkeleycollege.edu
count | Sign Out

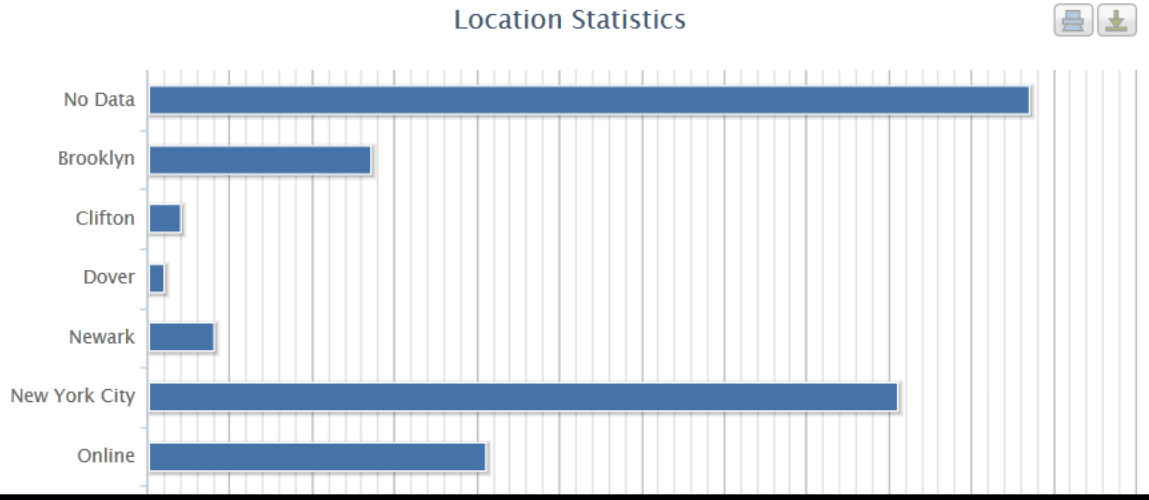
READ scale

Value	Count	%
No Data	339	n/a
1	2	29%
2	1	14%
3	4	57%
4	0	0%
5	0	0%
6	0	0%



Location

Value	Count	%
No Data	107	31%
Brooklyn	27	8%
Clifton	4	1%
Dover	2	1%
Newark	8	2%
New York City	91	26%
Online	41	12%
Paramus	9	3%
White Plains	5	1%
Woodbridge	24	7%
Woodland Park	28	8%



Pros

- Multiuser access – can be used at multiple library service points, & in librarian offices
- Highly customizable to your library's needs
- Extensive analytics and statistics (captures the complexity of reference transactions)
- Seamless integration with other Springshare products & excellent technical support

Cons

- Customization requirements –
  - Requires someone with good technical skills and enough time
- Training requirements –
  - Librarians may require several training sessions to become comfortable with the complex, icon-oriented interface
  - May also have to adjust to new reference workflow required by LibAnswers & LibChat

Other Considerations

- Staffing – multiuser issues
  - Handling several chat requests at once
  - Having adequate coverage for several different modes of patron communication
- Hours of operation
  - Handling night and weekend coverage
- Usage of the stats
  - Staffing, knowing what questions users have

Questions?

References

- LibraryH3lp:
  - http://libraryh3lp.com/
  - http://docs.libraryh3lp.com/
- LibAnswers:
  - http://www.springshare.com/libanswers/
- Mosio:
  - http://www.mosio.com/
  - http://www.textalibrarian.com