

## E-REF At Georgia State University Pullen Library

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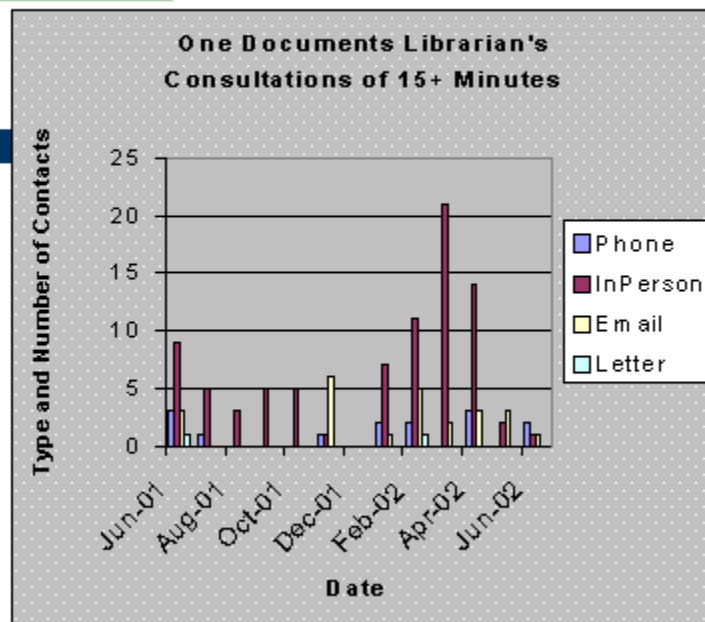
October 21, 2002 (3:30 pm)

## Pullen Library Email/Web Based Form

- ASK A LIBRARIAN service provided by Information Services Department; documents questions integrated.
- Web form at: <http://www.library.gsu.edu>
- Librarians take turns responding as proxies to the E-REF, the email ASK A LIBRARIAN account
- 2 librarians per day 8am - 6pm weekdays; Sat/Sun weekend service as part of Reference Desk
- Referrals may be made to Specialists – i.e. documents and maps; African-American studies, etc.
- Documents web page - "Email Us" and "Contact Us"

## “ask-a-librarian” Through Statewide GALILEO System

- After discussions at 1999 GLA state conference, in 2000 a committee set up structure for GALILEO electronic web form/email service
- June 2000 – “ask-a-librarian” button added to Homepage of GALILEO ( Georgia’s statewide Library initiative) [www.galileo.usg.edu](http://www.galileo.usg.edu)
- The server recognizes which IP address (library) the patron is using and which routes the question is coming from and routes it to that library. We then respond to those within 24 hours.



## A Few Challenges of Pullen Documents E-REF

- Potential Docs Question may not come to the Documents Librarian – May go to Marketing or Education, etc. Subject Liaison
- Patrons often cannot distinguish a documents question, so wouldn't use the Documents page
- Documents Unit needs a more visible contact link

## ASERL Virtual Reference Initiative

<http://www.aserl.org/projects/vref/default.htm>

- Association of Southeastern Research Libraries (ASERL)
- Composed of 44 research and state libraries in the 10 Southeastern States (VA to LA; NC to FL and inbetween!)
- ASERL has successfully fostered ... inter-institutional resource sharing and collaborative efforts
- Investigating options for cooperative online reference programming among member libraries... surveyed our members in December 2001 to document current practices.
- Software Review Working Group - By August 2002 will identify one (or a couple) for possible consortial purchase.

## Results of ASERL Survey on Virtual Reference

### Overall Statistics

- 32 responses from its 44 members (73%).
- All of the respondents currently provide some kind of virtual reference service
- Nearly half (47%) provide chat-based reference

### Plans for Chat-based Reference if not currently doing it:

- 35% plan to introduce within six months of the survey
- 17% within 12 months
- One library within a year
- Seven respondents either have no plans to launch this service or did not indicate a timeline.

Source: <http://www.aserl.org/project/svref/surveysumcomplete.htm>

## Chat Software currently in Use at 15 ASERL Libraries

- **LSSI** - 5 sites (33%)
- **HumanClick** - 3 sites (20% of ASERL sites)
- **LivePerson** - 2 sites (13% of ASERL sites)
- Chat Software currently at only 1 site (or 7% each): **AOL Instant Messenger**; **Conference Room**; **Live Helper** and **NetAgent**
- Sites being considered but not at any sites: **Convey** and **Gain** Source:

Source: <http://www.aserl.org/project/svref/surveysumcomplete.htm>

## Definitions of Terms Used in E-REF

- Asynchronous Interaction - delayed interaction, e.g. email communication
- Synchronous Interaction - real-time or live interaction between the user and librarian
- Co-browsing – Librarian and patron "navigate the web together remotely"
- Web site pushing – allows a web page to show on patron's browser
- **ASP – Application Service Provider – software resides with the vendor** (Adapted from: [www.NetLingo.com](http://www.NetLingo.com) and **Library Technology Reports**, vol.38, no.4 July/August 2002, pp. 7-8, in *Academic Search Premiere* [database on-line], EBSCOHost, GALILEO; accessed September 13, 2002.)

## Modes of Providing Electronic Reference Service - Slide 1

- **Straight E-MAIL**
- **Email Via a Web Form**
- Ⓢ **Simple Chat Software**
- Ⓢ **WebChat or Chatting** – A form of interactive online communication that enables user and librarian real-time conversations (e.g. *Conference Room, Virtual Reference Librarian*)
- Ⓢ **Instant Messaging (IM)** Gives ... the ability to identify people online and to exchange messages with them in real time... [sends alert] whenever somebody is trying to contact you via your computer; then you initiate a chat session. (e.g. *AOL and Yahoo*)
- Ⓢ Source: <http://pages.prodigy.net/taho1/digref.htm> - *The Teaching Librarian, Digital Reference*. Created and maintained by Stephen Francoeur, Information Services Librarian, William and Anita Newman Library, Baruch College, City University of New York.

## Modes of Providing Electronic Reference Service - Slide 2

- ⑩ **Chat via Web Contact Center Software (customer service desk)** - sophisticated capabilities; does not require user to have special software
- ⑩ **Collaborative Networks** –
  - ⑩ Source for 2 slides: <http://pages.prodigy.net/tao1/digref.htm> - *The Teaching Librarian. Digital Reference*. Created and maintained by Stephen Francoeur, Information Services Librarian, William and Anita Newman Library, Baruch College, City University of New York.

## New Tools

- Citation styles, such as CiteRight (LSSI) – response to citation questions as most requested info.
- Collaborative Digital Reference Services (CDRS)- LC/OCLC/QuestionPoint-hosted virtual reference service – includes tools for local ref. Service and link to CDRS network
- Multilingual – LC looking to provide 6 "hottest" languages

(Source: **Library Technology Reports** 38, No. 4, July/August 2002, p. 72, in *Academic Search Premiere* [database on-line], EBSCOHost, GALILEO; accessed September 13, 2002.

## Online Reference Future

- Voice, Data, and Sound – combined in new ways; Video
- Interaction of PC browsers with small devices (hand held pc's, digital cameras, MP3 audio for multimedia service.
- Develop NISO Standards governing digital reference service
- "Knowledge Base" of completed questions
- Enhanced Collaborative Efforts -LC and OCLC's Collaborative Digital Reference Service - next phase)

Source: **Library Technology Reports** 38, No. 4, July/August 2002, pp. 71-72, in *Academic Search Premiere* [database on-line], EBSCOHost, GALILEO; accessed September 13, 2002.

## Potential NISO Standard for Digital reference Service

- <http://www.niso.org/news/reports/netref-report.html> - summarizes a conference 4/01 and suggests:
- "Recommendations for standards development activities will be considered by the NISO Standards Development Committee."
- "If accepted, a NISO standards committee will be formed."
- One option – "develop a suite of "Draft Standards for Trial Use" so that experimentation and implementation can inform the development process."

## Tasks of Networked Reference Standards Committee AZ

- Develop a question processing transaction protocol for interchange of messages between digital reference domains.
  - (to support processing and routing of questions and responses and packaging of other information to be exchanged.)
  - Develop metadata element sets to identify and describe key components of both question and answer data and institutional and personal data. These include:
    - Question/answer metadata
      - Profiling metadata (of institutions and people)
      - Conduct experimentation and/or research in both areas to test the proposed standard.
- Source: [http://www.niso.org/committees/committee\\_az.html](http://www.niso.org/committees/committee_az.html)