

VIRTUAL REFERENCE UNIVERSITY OF FLORIDA

**Ref
express**

FEFDL - 1998

The screenshot shows the Florida Electronic Federal Depository Library (FEFDL) website as it appeared in 1998, viewed through Microsoft Internet Explorer. The browser's address bar shows the URL <http://web.utlib.ufl.edu/efdl/>. The website header includes the FEFDL logo, the text "Florida Electronic Federal Depository Library", and the University of Florida logo. Below the header is a navigation bar with links for "search", "counties", "uf documents", and "site map". A left-hand navigation menu lists various categories: "Depository Libraries", "Administration", "Directory", "WebLuis", "Local Government", "Cities", "Counties", "Commissioners", "Departments", "Legislators", "State Government", "Federal Government", and "About this Site". The main content area features a yellow map of Florida with county boundaries. A text box over the map reads "Click on a county for more information." The browser's status bar at the bottom shows "Done" and the system tray includes icons for Start, Internet, and the time 10:30 AM.

BACKGROUND

- FEFDL created by LSTA grant – Oct. 1998
- \$13,000
- First LSTA awarded to UF in over a decade
- Maintenance of site now in job descriptions of 3 staff members
- Close to 700 pages
- Finally have statistics

Who is connected now?

Statistics Server 5.03 - Microsoft Internet Explorer

Address: http://web.uflib.ufl.edu:4238/_1000137978_/stats.htm

Statistics for Florida Electronic Federal Depository Library

Refresh Print Export Help

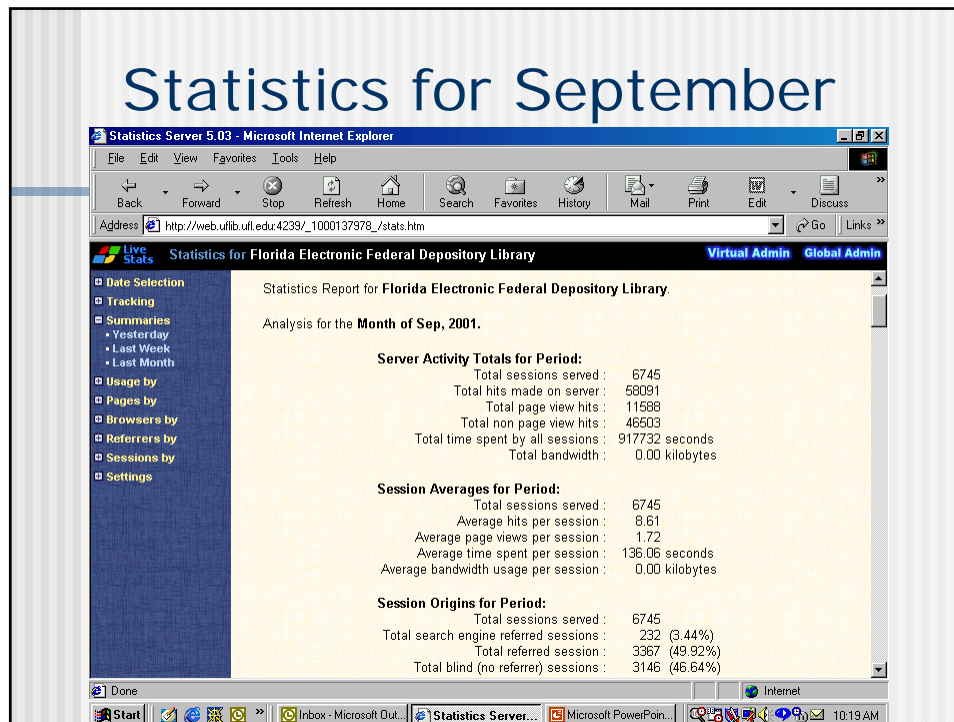
5.03 Live content created 10:04:05 Wed Oct 10th, 2001 (Server Time)

Whos On - Florida Electronic Federal Depository Library has 2 active sessions.

196.32.146.28	NET: n/a RDNS: oemcomputer
Origin:	Not Available
Time:	0 min
Hits / Kb:	10 / 0.00kb
129.62.16.17	NET: n/a RDNS: bess-proxy02.baylor.edu
Origin:	Not Available
Time:	19 min
Hits / Kb:	98 / 0.00kb

Automatically Generated by Statistics Server 5.03
Copyright © 1996,1997,1998,1999,2000 MediaHouse Software Inc.

Statistics for September



ENHANCEMENTS TO FEFDL

- 1990 Census data has to be updated
- RefeXpress available at UF
- FEFDL needed more publicity

COMPONENTS OF GRANT

- Virtual Reference (\$10,00)
- Update Census Data for 67 counties and 402 cities in Florida (\$3,000)
- Conduct a usability study of FEFDL (\$3,000)
- Send promotional packets to 735 libraries (\$5,000)
- Travel to LSTA workshop (\$1,000)

VIRTUAL REFERENCE AT UF

- RefeXpress – real help – right now
- Available 44 hours a week
- No restrictions (yet) on service
- Limited publicity until we are sure of complete coverage and quality of service
- Positive responses to service

How is it staffed?

- Voluntarily staffed with strong encouragement from director
- Documents librarians now cover 6 hrs. or more a week
- New schedule each semester – request hours
- Currently there are 25 librarians and 2 staff members – keeps increasing
- Use email for schedule changes

TRAINING

- Initially trained by NetAgent – not geared to libraries
- Training now is in-house
- Hands-on - must be limited
 - Only have three seats
 - Schedule training during off hours

How RefeXpress Works

- Live demo not possible on a Sunday
- Walk you through the screens used by both the library staff member and by the patron
- Statistics
- End with lessons learned

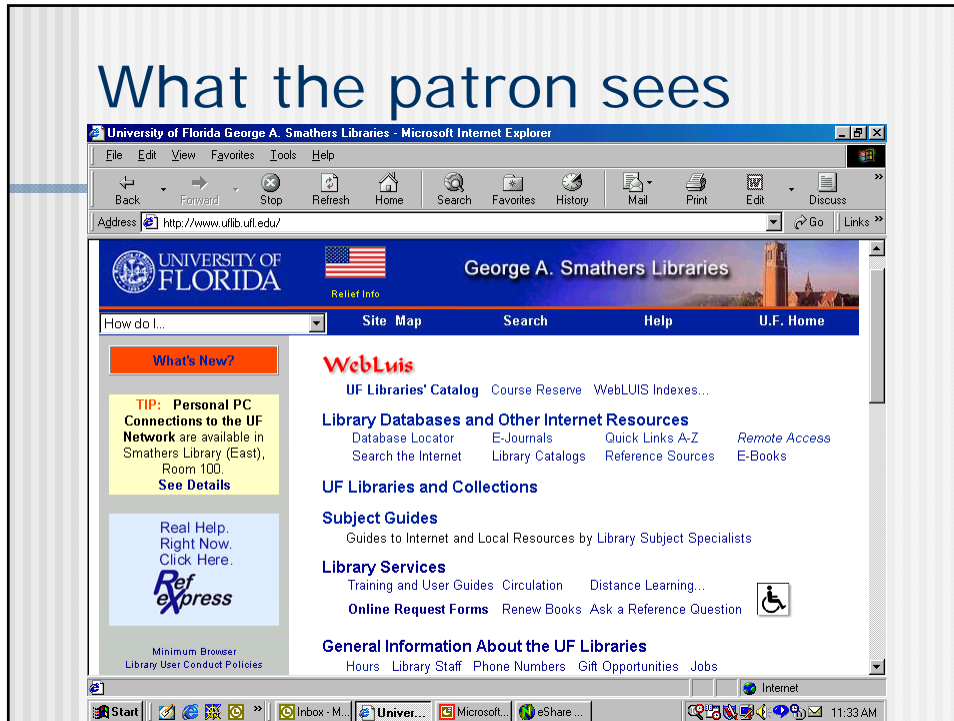
What the librarian sees

The screenshot displays the eShare NetAgent interface. The main window shows a table of agents with the following data:

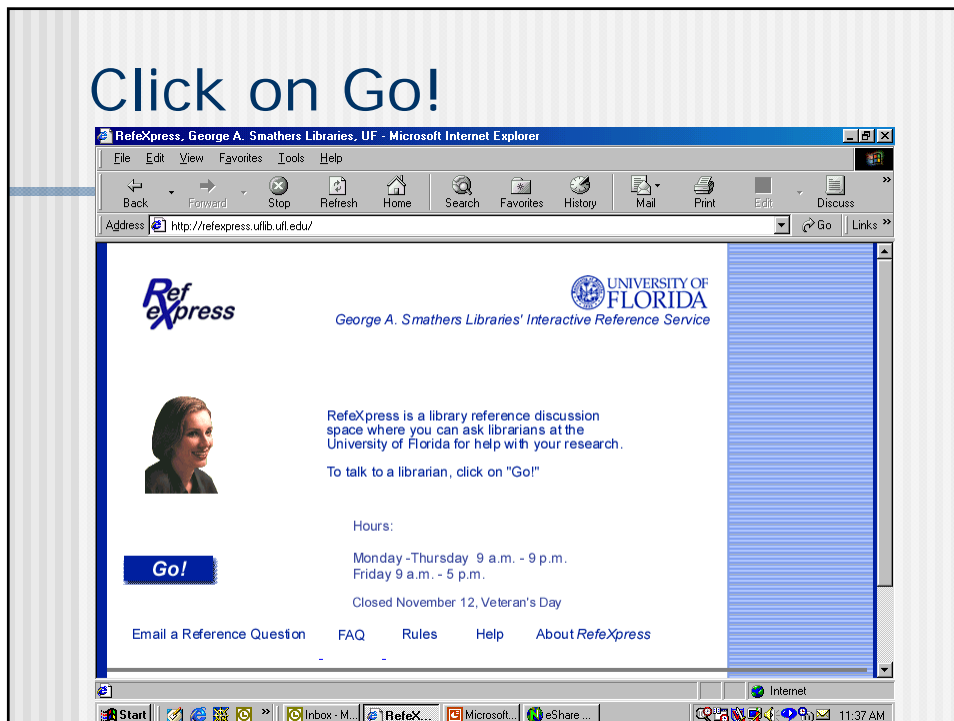
Agent	First Name	Last Name	Status	Active Sessions
J...	Joe	Aufmuth	ONLINE	0
J...	Jan	Swanbeck	ONLINE	0

The interface includes a sidebar on the left with navigation options: Service Lines, Email Workspace, Mailboxes (1), Visitors, Agents (2), Sessions, Frequently Used Sayings, and Supervisor. The main content area displays the University of Florida logo and the text "George A. Smathers Libraries". The status bar at the bottom indicates "Status: ONLINE 00:13:51".

What the patron sees



Click on Go!



Request Screen

Ref express UNIVERSITY OF FLORIDA
George A. Smathers Libraries' Interactive Reference Service

Your Name:

E-Mail:
If you give us your email address, you will receive a transcript of this session.

Question/Comment:

Java Client: *(Recommended for 56k modem users, with modem machines and web browsers.)*

ActiveX Client: *(For MSIE browsers only. One-time download, about 23 seconds with a 28.8 modem.)*

Web Collaboration: *(The agent will be able to view the pages and forms you are viewing.)*

My question

Ref express UNIVERSITY OF FLORIDA
George A. Smathers Libraries' Interactive Reference Service

Your Name:

E-Mail:
If you give us your email address, you will receive a transcript of this session.

Question/Comment:

Java Client: *(Recommended for 56k modem users, with modem machines and web browsers.)*

ActiveX Client: *(For MSIE browsers only. One-time download, about 23 seconds with a 28.8 modem.)*

Web Collaboration: *(The agent will be able to view the pages and forms you are viewing.)*

[Email a Reference Question](#) [FAQ](#) [Rules](#) [Help](#) [About RefeXpress](#)

Phone Rings

The screenshot shows the eShare NetAgent interface. At the top, there is a menu bar with 'File', 'Edit', 'View', and 'Help'. Below the menu bar is a toolbar with various icons. The main area is divided into several sections:

- Agents:** A table listing agents with columns for Agent, First Name, Last Name, Status, and Active Sessions.

Agent	First Name	Last Name	Status	Active Sessions
J...	Joe	Aufmuth	ONLINE	0
J...	Jan	Swanbeck	ONLINE	0
- Chat Session Request:** A dialog box with the following fields:
 - Call Information: 00:20
 - Customer: jan
 - Service Line: Question
 - Subject: I can't connect to Web of Science
 - URL: http://refexpress.uflib.ufl.edu/netagent/scripts/srvgate.dll?Action=1000
 - Browser Info: Mozilla/4.0 (compatible; MSIE 5.5; Windows 98)
- Navigation:** A sidebar on the left contains icons for Service Lines, Email Workspace, Mailboxes (1), Visitors, Agents (2), Sessions, Frequently Used Sayings, and Supervisor.
- Footer:** A banner for the University of Florida George A. Smathers Libraries. Below the banner is a search bar and navigation links: How do I..., Site Map, Search, Help, U.F. Home.

The status bar at the bottom shows 'Connected: smahersn11' and 'Status: ONLINE 00:01:59'. The taskbar at the very bottom shows the Start button and several open applications including 'Inbox - M...', 'Chat Sup...', 'Microsoft...', 'eShare...', and 'Instant M...'.

Back to patron screen

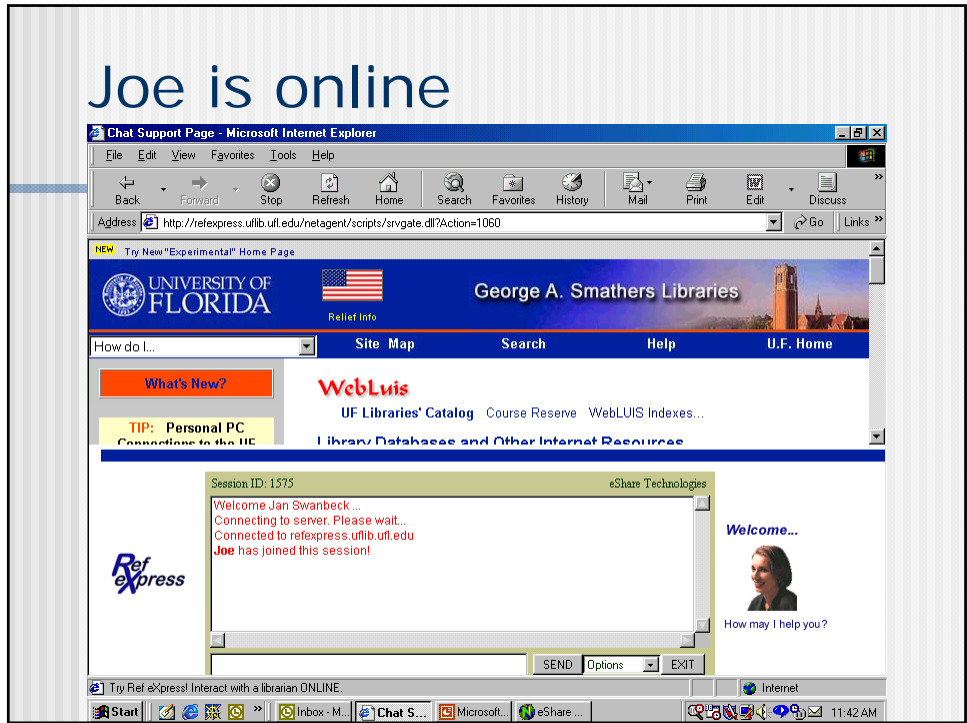
The screenshot shows a Microsoft Internet Explorer browser window displaying a chat support page. The browser's address bar shows the URL: <http://refexpress.uflib.ufl.edu/netagent/scripts/srvgate.dll?Action=1060>. The page content includes:

- Header:** University of Florida logo and 'George A. Smathers Libraries'.
- Navigation:** Links for 'How do I...', 'Site Map', 'Search', 'Help', and 'U.F. Home'.
- Main Content:**
 - 'What's New?' section with a 'WebLuis' link.
 - 'UF Libraries' Catalog, Course Reserve, and WebLuis Indexes...
 - 'Library Databases and Other Internet Resources'.
- Chat Window:** A window titled 'eShare Technologies' with the following text:

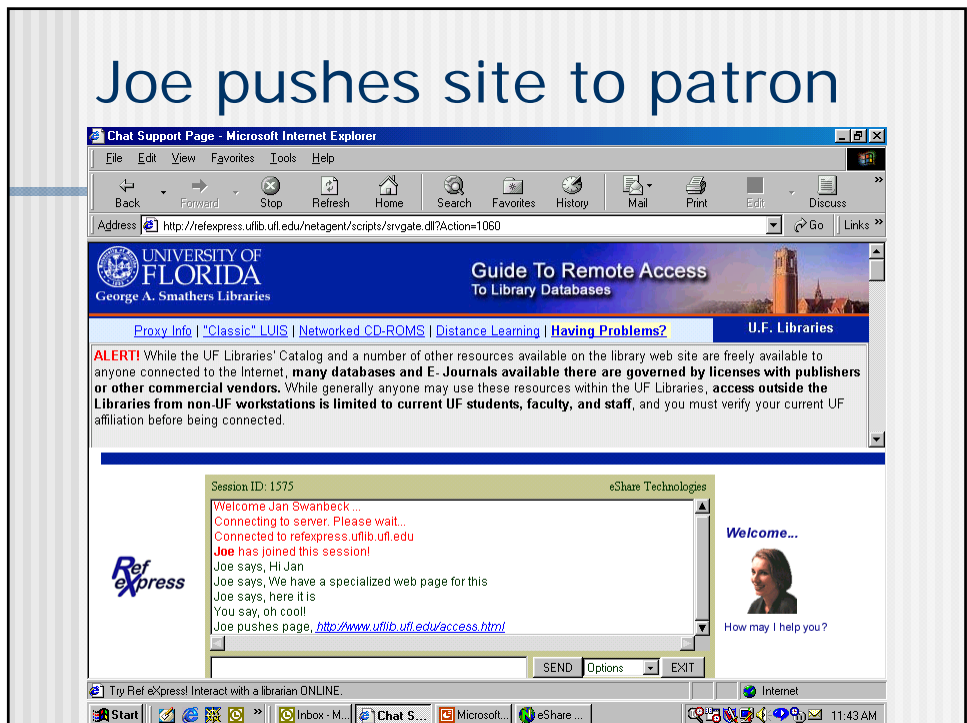
```
Session ID: 1575
Welcome Jan Swanbeck ...
Connecting to server. Please wait...
Connected to refexpress.uflib.ufl.edu
```
- Footer:** 'Welcome...' message with a small image of a person and the text 'How may I help you?'.

The taskbar at the bottom shows the Start button and several open applications including 'Inbox - M...', 'Chat S...', 'Microsoft...', 'eShare...', and 'Internet'.

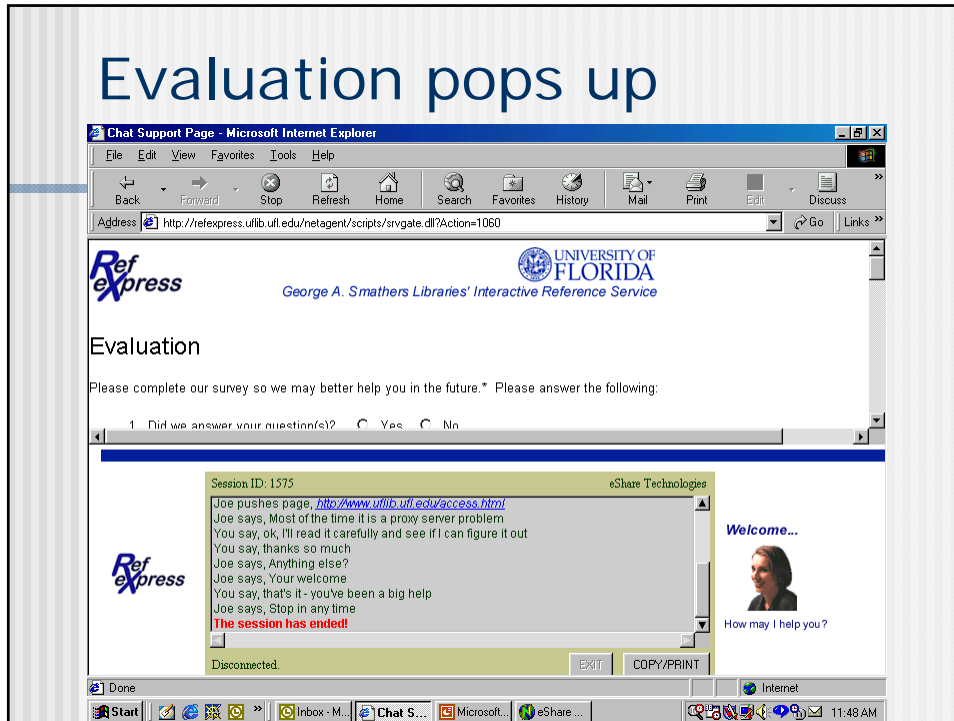
Joe is online



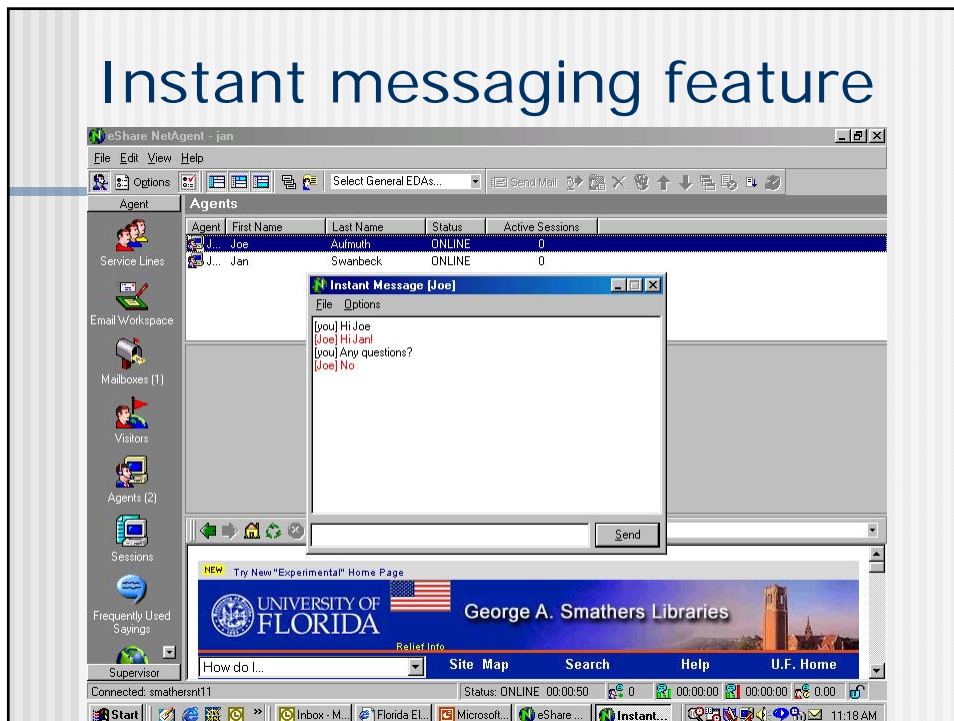
Joe pushes site to patron



Evaluation pops up



Instant messaging feature



Joe chats with Bob

The screenshot displays the eShare NetAgent interface. The main window is titled "Monitor Sessions" and contains a table with the following data:

Session	Start Time	Agent	Customer	IP Address	Subject	Browser Info
1574	10/10/01 11:19:46 AM	Joe	bob	128.227...		Mozilla/4.0 (c

Below the table, a chat window titled "Chat: bob" shows the following log of messages:

- 11:18:24am (CSR EVENT) [Joe] ASSIGNED SESSION
- 11:18:24am (CUS EVENT) [bob] JOINED SESSION
- 11:18:29am (CSR EVENT) [Joe] ACCEPTED SESSION
- 11:18:29am (CSR EVENT) [Joe] JOINED SESSION
- 11:18:35am (CSR TEXT) [Joe] hi Bob
- 11:18:53am (CUS TEXT) [Joe] hello, joe. I'm just here having a look around
- 11:18:55am (CSR TEXT) [Joe] What Can I help you with?
- 11:19:21am (CSR TEXT) [Joe] We are an on line service for reference
- 11:19:37am (CUS TEXT) [bob] I don't know. I don't really have any questions... How about movies. What movies can I check out from the library?
- 11:19:57am (CSR TEXT) [Joe] Let me check

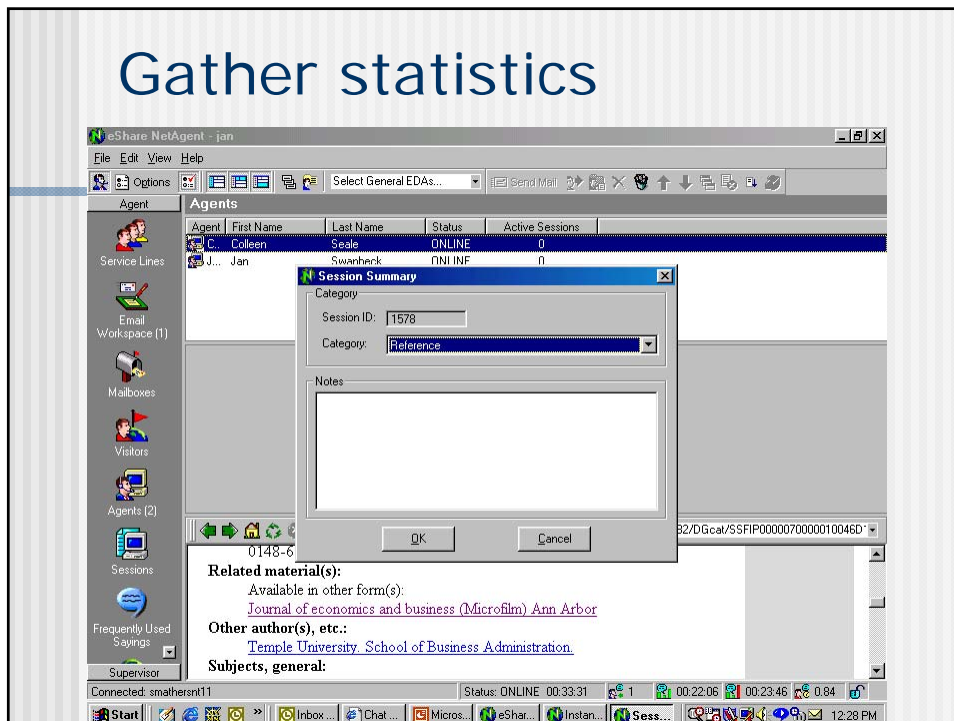
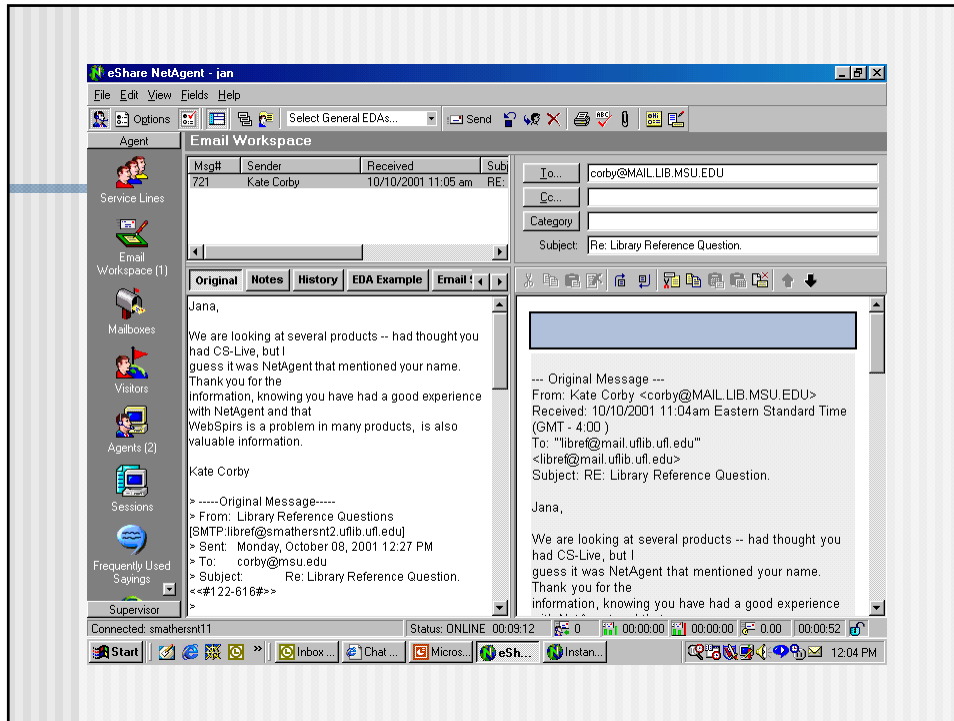
The interface also shows a sidebar with navigation options like "Realtime Statistics", "Historical Statistics", and "Monitor Sessions (1)". The status bar at the bottom indicates "Connected: smahersn11" and "Status: ONLINE 00:04:31".

Email Function

The screenshot displays the eShare NetAgent interface for email management. The main window is titled "Mailboxes" and shows a tree view of mailboxes:

- Root
 - Bad Email Handler
 - LibRef (1)
 - survey results
 - Personal Mailbox

Below the tree view, there are fields for "From:", "CC:", and "Subject:" on the left, and "Categories:" and "Date:" on the right. The interface also includes a sidebar with navigation options like "Service Lines", "Email Workspace", and "Mailboxes (1)". The status bar at the bottom indicates "Connected: smahersn11" and "Status: ONLINE 00:05:46".



A week of chatting at UF

The screenshot shows the eShare NetAgent interface. The main window displays a report titled "Chat Session Category Report" for the period from Sunday, September 30, 2001, to Saturday, October 6, 2001. The report was generated on Wednesday, October 10, 2001, at 3:21 pm. The report includes a table with the following data:

	# Chat Sessions Categorized
Connection problems	12
Directional	1
Full-text articles	2
Other	2
Reference	20
Test Q.	10
TOTALS-->	47

The interface also shows a sidebar with navigation options: Agent Supervisor, Realtime Statistics, Historical Statistics, Monitor Sessions, Transcript Search, and Outbound Email. The status bar at the bottom indicates the user is connected to "smahersn11" and is online for 00:10:29. The system tray shows the Start button and several open applications including Microsoft Outlook and Microsoft PowerPoint.

A week of email at UF

The screenshot shows the eShare NetAgent interface. The main window displays a report titled "Mailbox Summary Report" for the period from Sunday, September 30, 2001, to Saturday, October 6, 2001. The report was generated on Wednesday, October 10, 2001, at 4:02 pm. The report includes a table with the following data:

	Total # Emails Received
Sun 09/30/2001 - Sat 10/06/2001	37

The interface also shows a sidebar with navigation options: Agent Supervisor, Realtime Statistics, Historical Statistics, Monitor Sessions, Transcript Search, and Outbound Email. The status bar at the bottom indicates the user is connected to "smahersn11" and is online for 00:51:08. The system tray shows the Start button and several open applications including Microsoft Outlook and Microsoft PowerPoint.

My favorite chat session

The screenshot shows the eShare NetAgent interface. The main window is titled "eShare NetAgent - jan". The interface includes a menu bar (File, Edit, View, Help) and a toolbar with various icons. On the left, there is a sidebar with navigation options: Agent, Supervisor, Realtime Statistics, Historical Statistics, Monitor Sessions, Transcript Search (selected), and Outbound Email. The main area is titled "Transcript Search" and contains search filters for Representative (Jan), Session Event (All Events), and Date (Wednesday, October 10, 2001). Below the filters is a table of search results:

Session ID	Start Time	Length	Subject
777	03/20/2001 10:35 am	00hr 01min 22sec	What is the square root of pi?
778	03/20/2001 10:36 am	00hr 00min 42sec	hi, my question is how long does it tak...
779	03/20/2001 11:37 am	00hr 01min 38sec	
809	03/27/2001 09:15 am	00hr 02min 08sec	doing a demonstration
810	N/A	N/A	N/A
811	03/27/2001 09:16 am	00hr 00min 52sec	
812	03/27/2001 09:17 am	00hr 00min 06sec	
813	N/A	N/A	N/A
833	03/29/2001 01:20 pm	00hr 04min 09sec	I can't find an issue of American Dram...

Below the table, a transcript for session #965 is displayed, showing a conversation between a user and a representative (Jan) on 4/17/2001. The transcript includes messages such as "no just logged on and am novice", "ok, I'll look for you", "Give me a minute", and a link to a website: <http://fc1n05e.fcia.edu/cgi-bin/cgiwrap/fc1wlv3/wlv3/DBUF/DI499480128/DGcat/SSKIPK%3dfrost-freeze+protection+plants/R01/RP33/CM33/P11>. The status bar at the bottom shows the user is connected as "smathersnt11" and is ONLINE for 00:39:17.

LESSONS LEARNED

- Experience is the best teacher
- Stressful, intense, different
- Must provide information in short bursts
- Must engage the patron immediately
- Privacy is not an issue
- Not embraced by all staff

How Docs Will Do It

- Begin with limited hours using already trained staff
- Use buddy system to train new staff
- Provide service at reference desk; better use of staff with declining statistics
- Explore joint service with Reference during evening hours

What's in a name?

- Service needs a name
- Can't send publicity packets or design logo for web page until we know what to call it
- Maybe be most difficult part
- Give me your input!

Choose your favorite

- DocsXpress
- Doxtalk
- Govgab
- DocsDirect
- DoxNow
- DepositoryDirect
- DirectDepository

Or give me your ideas



QUESTIONS?

