Virtual Reference, askON, and the Future of Chat
By Jan Dawson
Evolution of Reference Service
IM / Instant Messaging
IM / Instant Messaging
Get into the action.

40" 1080p LCD HDTV (LN40B500).
Upgrade to a 120Hz TV.

Great DEAL!

$699.99

Great DEAL!

$999.99

No interest payments for 12 months on all purchases over $299.
In-store only.
» Click for details.
One moment please while we connect you with a customer service representative (if you are experiencing a delay please call us at 800-920-1468).
You are now speaking with Phillip!

Phillip: Welcome to Lands' End! How may I help you today?
VoIP / SMS / Text Messaging
Which Social Networks Should You Care About in 2014?

- The World’s Top 21 Social Networks Have 5.7 Billion User Profiles Combined
- Global Population in 2013 is 7.2 billion
- 34.3% of the World’s Population Have Internet Access
- Mark Zuckerberg Predicts That Social Sharing Will Double Every 18 Months*

*(There were an average of 89 billion likes, comments and shares each month in 2013)
### 7 Biggest Facebook Countries

<table>
<thead>
<tr>
<th>#</th>
<th>Country</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>USA</td>
<td>160,372,040</td>
</tr>
<tr>
<td>2.</td>
<td>Brazil</td>
<td>67,886,280</td>
</tr>
<tr>
<td>3.</td>
<td>India</td>
<td>62,615,300</td>
</tr>
<tr>
<td>4.</td>
<td>Indonesia</td>
<td>47,926,500</td>
</tr>
<tr>
<td>5.</td>
<td>Mexico</td>
<td>40,894,260</td>
</tr>
<tr>
<td>6.</td>
<td>Turkey</td>
<td>32,849,260</td>
</tr>
<tr>
<td>7.</td>
<td>United Kingdom</td>
<td>31,771,120</td>
</tr>
</tbody>
</table>
Resolved Question

Do you think humans will ever walk on the sun?

i was just thinking and thought how crazy it was that a person walked on the moon and mars. i was just wondering if you think a person will ever be able to walk on the sun to? i know its really hot but im thinking if you go in the winter when the sun is like 30 degrees i bet they could do it.

6 months ago

Best Answer - Chosen by Asker

Well, if they do, it would have to be at night.

6 months ago

3 people rated this as good

Asker’s Rating: *****
GOOD IDEA!! i didn't think of that, people are so stupid. why do they never think of that?
Is it safe to put salt in your eyes?

Mike B asked 6 years ago

A friend of mine suggested putting salt in my eye to medicate pink eye as it kills bacteria that can't handle the sodium. Is this true?

Additional Details
I just tried this and it made my eye redder and can't see out of it right now. DO NOT put salt in your eyes.
6 years ago

Yea I called him and reconfirmed what he said and told me he meant a saline solution. I hope I don't have permanent eye damage. DO NOT PUT SALT IN YOUR EYES!
6 years ago
Evolution of Reference Service
“Give users and libraries the tools by which to communicate, and these tools will get used for reference transactions”
- Joe Janes
Models of VR Collaboration

- multi-site
- province-wide
- national
- international
“To extend their hours of operation, to distribute staffing of the service across multiple libraries, to extend the expertise available, or to realize cost saving associated with economies of scale.”

http://www.ala.org/rusa/resources/guidelines/virtrefguidelines
OCLC report “Seeking Synchronicity”

• June 2011 by OCLC Research and Rutgers
• R is for Relationships as well as Reference
• Market user privacy
• Convenience is the hook
• Collaboration is the strength
• Promo at the library itself
• How do we make it “cool”?
Ask Ontario: Built to Last from the Start
What is askON chat?

- secure, private, instant messaging (IM) chat reference tool
- accessed via websites of Ontario partner libraries
- connects visitors, one-on-one, with LIVE library staff
- research skill & literacy building tool...NOT just an “answer” line
- builds relationships with and between libraries (collaborative model)
- opportunity for personal/professional staff development
- offers another channel of accessibility in partners’ suite of ref services
- offers French service through our ONdemande service
askON service fundamentals

- “better information than the visitors could find on their own”
- “informed referral”
- “access to resources to which they are entitled”
- “when in doubt honest and kind”
askON / ONdemande...just the facts

- 18 Public Libraries, 10 Colleges
- 44 hrs/wk English; 14 hrs/week French; 62 hrs/wk College
- ~2 staff per shift, per sector
- 800+ trained staff in public and college libraries province wide to date
- 200+ trained interns from MLIS and Library Tech programs
- askON toolkit: LivePerson software + askON staff portal
- Annual, third party evaluation study completed since 2008
askON’s public face
If askON is closed the “offline” button appears. Visitors can choose to send a question by email to their library.
Welcome to askON! A free information service for Ontarians, provided by Ontario's public libraries. Chat live with askON staff from Ontario libraries.

To help us serve you better, please provide some information before we begin your chat.

Required items indicated with *.

What is your first name? *
Felix

Which public library do you use? *
Kingston Frontenac Public Library

Tell us a bit about who you are
Student, K-12

Have you used askON before?
- Yes
- No

What is your question? How can we help you? *

What languages do people speak at home
have a real-time chat with askON staff from a public library

receive active links to websites, sources or articles that help answer your question
The following is a transcript of your askON chat session, including any urls for sites or documents that we visited.

**General Info**

<table>
<thead>
<tr>
<th>Chat start time</th>
<th>Jan 29, 2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat end time</td>
<td>Jan 29, 2008</td>
</tr>
<tr>
<td>Duration (actual chatting time)</td>
<td>00:10:05</td>
</tr>
<tr>
<td>Operator</td>
<td>Kathryn</td>
</tr>
</tbody>
</table>

**Chat Transcript**

info: Please wait for askON staff to respond.
info: You are now chatting with Kathryn.
Kathryn: Welcome to askON, a live information service provided by Ontario librarians.
Kathryn: Hi Felix, are you interested in a particular group of people? For example, Canadians, people in Ontario...?
Felix: I only want people in Ontario.
Kathryn: that is a good way to narrow your topic, where have you tried looking already?
Felix: I tried google and found a link to an Ontario fact site but the info was really old. Isn't there something newer.
Kathryn: I suspect that the most recent data of this sort will be from the 2006 Census that Statistics Canada released...
Kathryn: just give me one moment and I'll find some information to send to you.
Felix: ok I'll wait.
Kathryn: Sorry for the delay, I'll be right with you.
Kathryn: [Language Spoken Most Often at Home - 2006 Census]
Kathryn: you can check out the information in this table to see if it is what you are looking for...
Felix: okay.
Felix: this looks good.
Felix: but are there any articles about language in Ontario?
Kathryn: I'm going to search a database called CIPOL for articles on this topic. This will take a few minutes, I'll share the results.
Kathryn: I'll just be a moment...
Felix: okay, thank u
Felix: I need newspaper articles.
Kathryn: I can get newspaper articles using CIPOL - available on this page:
Kathryn: Newspapers at Kingston Public Library
Felix: I see it there.
Felix: It asks for my library barcode.
Kathryn: Yes, if you enter your library barcode then you will be able to access the database from home.
Felix: ok, that worked.
Kathryn: I'm going to send you a link to an article I found...
Kathryn: Language effects on ethnic identity in Canada
Kathryn: Look at that article and let me know if that is what you had in mind...
Felix: this looks perfect.
Felix: It has charts too.
Felix: thank so much.
Kathryn: You're welcome, did you have any other questions at this time?
Felix: no.
Thanks for chatting with askON. Please provide us with your feedback so we may serve you better.

***Information provided in this survey, including your email address, is privacy protected. We will not use this information except to fulfill transcript requests and for internal evaluation purposes.***

Would you like us to email you a transcript of this chat?
- [ ] yes
- [x] no

If yes, please provide your email:
[ ]

How did you learn about askON?
- [ ] Select One

What did we help you with today?
- [ ] Select One

Tell us how we did today
2 pieces: chat vehicle & staff portal
Welcome to the new askON portal in 03!

If you are reading this congratulations, you've found your way in. We invite you to spend a minute or two poking around and locating the important tools. The back chat and pop up (we strongly recommend using this) are front and centre. We've preserved much of the old layout to make transition easier. Over time we will be able to leverage the new
How do other libraries answer questions about my library and my services from my patrons?
quick access to
guest accounts

links and info on
key library
services
### Loan Periods

- **3 weeks:** Books, Audio Books, Language Learning Cassettes, Cassette Hang-ups, Juvenile CDs and Juvenile Cassettes
- **1 week:** CDs, Cassettes, Videos, CD-ROMs, DVDs and any 3-week item with a waiting list (holds)
- **3 days:** All 1-week items with a waiting list (holds)

Ask about our special vacation loans.

### Holds / Recalls / Requests

- **Renewals, Loans, Holds, Fines, etc.**

Most items may be renewed twice if not overdue or on hold. You may renew two ways:

1. Call our automated renewal line at 344-7138. (This service may sometimes be unavailable due to system maintenance.)
2. Via the website - just click on the My Library Card / My Loans & Renewals
3. You will need your library card number to renew by phone or online.

### CHARGES

<table>
<thead>
<tr>
<th>Adult / Young Adult Materials</th>
<th>Per Day</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>$0.25</td>
<td>$6.00</td>
</tr>
<tr>
<td>A.V. Material</td>
<td>$0.50</td>
<td>$10.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Children's Materials</th>
<th>Per Day</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books</td>
<td>$0.10</td>
<td>$3.00</td>
</tr>
<tr>
<td>A.V. Material</td>
<td>$0.25</td>
<td>$5.00</td>
</tr>
</tbody>
</table>

**Other Charges:**

- Adult Replacement Cards - $3.00
- Juvenile Replacement Cards - $1.00
- Photocopies 15¢ each
- Printing from Internet 15¢ each

You will be notified of overdue items:

1. When items are 10 days overdue.
2. When items are 20 days overdue.
3. When total charges exceed $10.00 (children's) or $20.00 (adults).
4. When items are 50 days overdue. (replacement cost of item is included in this notice)

Please note that several notices may be sent depending on the number of due dates and monies owing.

---

**direct links and information maintained by online by each partner library**
# Public

## Fall 2011 Public Service Hours

<table>
<thead>
<tr>
<th>Time</th>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thurs</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:30-1:30pm</td>
<td>ott, hunt</td>
<td>whit, inn</td>
<td>whit, hur</td>
<td>aja, inn</td>
<td>hur, inn</td>
<td>Jordan, Kelly B</td>
<td>Lynette, Val</td>
</tr>
<tr>
<td>1:30-2:30pm</td>
<td>whit, ham</td>
<td>sud, hur</td>
<td>tbay, bram</td>
<td>tbay, ham</td>
<td>sud, ham</td>
<td>Jordan, aja</td>
<td>bram, new</td>
</tr>
<tr>
<td>2:30-3:30pm</td>
<td>ott, wat</td>
<td>ott, lam</td>
<td>ott, tbay</td>
<td>ott, ham</td>
<td>ott, geo</td>
<td>Renee, Steph</td>
<td>bram, seg</td>
</tr>
<tr>
<td>3:30-4:30pm</td>
<td>sud, wat</td>
<td>geo, ham</td>
<td>geo, aur</td>
<td>ott, new</td>
<td>ott, geo</td>
<td>Renee, aur</td>
<td>seg, Eileen</td>
</tr>
<tr>
<td>4:30-5:30pm</td>
<td>wat, kit</td>
<td>new, hunt</td>
<td>kit, Rosanna</td>
<td>Rosanna, Kelly B</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5:30-6:30pm</td>
<td>lam, Emily</td>
<td>sud, lam</td>
<td>lam, Carolin</td>
<td>sud, geo</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6:30-7:30pm</td>
<td>kit, hur</td>
<td>kit, aur</td>
<td>bram, kit</td>
<td>kit, sud</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7:30-8:30pm</td>
<td>bram, aja</td>
<td>kit, ham</td>
<td>bram, ham</td>
<td>kit, lam</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
marketing askON

• Button placement #1
• community outreach
  • presentations, articles, press, launches
  • target audiences – students, business, newcomers
• internal marketing & communication
  • non askON staff, board, circulation, volunteers, assistants, management
### Tools

#### Exit Survey

<table>
<thead>
<tr>
<th>Question</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would you like us to email you a transcript of this chat?</td>
<td>[ ] yes [ ] no</td>
</tr>
<tr>
<td>If yes, please provide your email:</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>How did you learn about askON?</td>
<td>Used the service before</td>
</tr>
<tr>
<td>What did we help you with today?</td>
<td>Find sources or articles on my topic</td>
</tr>
<tr>
<td>Would you use askON again</td>
<td>[ ] Yes [ ] No</td>
</tr>
<tr>
<td>Tell us how we did today</td>
<td>[ ] 1-Poor - I did not receive the help I needed.</td>
</tr>
<tr>
<td></td>
<td>[ ] 2-Fair - I received some help but not what I expected.</td>
</tr>
<tr>
<td></td>
<td>[ ] 3-Good - I got what I expected.</td>
</tr>
<tr>
<td></td>
<td>[ ] 4-Excellent - I got more than I expected.</td>
</tr>
<tr>
<td>Would you recommend askON to a friend?</td>
<td>[ ] Yes [ ] No</td>
</tr>
</tbody>
</table>
### askON exit survey ratings

<table>
<thead>
<tr>
<th></th>
<th>Jan-Mar 08 Pilot Phase</th>
<th>Sept 8-Dec 12 08</th>
<th>Jan 12 – Mar. 31 09</th>
<th>April 1 – May 31, 09</th>
<th>Sept 8 – Nov. 30, 09</th>
<th>JAN 2008 - DEC 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>4-excellent – more than expected</td>
<td>48.3%</td>
<td>49.9%</td>
<td>46.6%</td>
<td>51.3%</td>
<td>50.1%</td>
<td>51%</td>
</tr>
<tr>
<td>3-good – what was expected</td>
<td>38.6%</td>
<td>33.5%</td>
<td>35.4%</td>
<td>33.2%</td>
<td>35.6%</td>
<td>33%</td>
</tr>
<tr>
<td>2-fair – some help, but not what was expected</td>
<td>9.8%</td>
<td>11.2%</td>
<td>12.8%</td>
<td>10.0%</td>
<td>11.1%</td>
<td>11%</td>
</tr>
<tr>
<td>1-poor – did not receive any help</td>
<td>3.3%</td>
<td>5.4%</td>
<td>5.1%</td>
<td>5.4%</td>
<td>3.2%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Avg response rate 18.8%
Tools

...third-party service evaluation

Public Service Highlights – by the numbers

Who
- 40.4% K-12 students, 33.7% general public
- 66.7% undergraduates, 10.2% college students, 8.4% graduate students, 6.6% continuing education

What
- Questions were 54.9% research-based, 28.6% about library services/policies, 9.8% fast fact, 12.0% directional
- 34% took 10 to 20 minutes; 22% - .5 to 10 minutes; 19% - 30 to 30 minutes
- 69.7% displayed askON staff enthusiasm
- 80.5% demonstrated good/excellent listening/inquiring skills
- 42.5% demonstrated confirmation of student's information needs
- 91.3% offered additional search tips and pointers
- 91.3% confirmed that questions were answered before interaction

How well
- 75.4% resulted in students receiving better information than they could on their own
- 86.5% indicated student satisfaction

Skills measured against RUSA guidelines for virtual reference success
- 89.7% displayed askON staff enthusiasm
- 67.3% demonstrated good/excellent listening/inquiring skills
- 42.5% demonstrated confirmation of student's information needs
- 91.3% offered additional search tips and pointers
- 91.3% confirmed that questions were answered before interaction
Tools

...staff newsletters

- Marketing ideas
- Staff contests
- Partner library statistics
- Best practices in VR
- Service FAQs
Tools

...school library campaign askon.ca/edu
Customizable Marketing Materials

Sticky notes

Table tents

Posters

Flash presentations
...what visitors are saying

“just keep going! expand where possible but never cut back this valuable resource. i am a researcher working off-campus, with limited physical access to the library. this is a godsend”

“I like this service because I was able to chat with someone and I can't be at campus today. I got some information that would have taken a lot longer to acquire and now I can start my research today. Thank you.”

“overall, a GREAT experience. what a service that you provide! thank you”
askON today

We’ve answered over 93,000 chats!
askON by the numbers

- No. of partner libraries: 28
- No. of days open: + 6 years
- No. of helpful askON staff: + 200
- No. of chats since opening: + 93000
- No. of questions answered: ...countless
askON visitors

Public 2012 visitors

- 39% Student, K-12
- 36% General Public
- 17% Student, K-8
- 4% Student, Post Secondary
- 2% Student, Continuing Education
- 2% Businessperson
- N/A

online research help
askON visitors

College 2012 visitors

- Full Time: 82%
- Part Time: 6%
- Continuing Education: 6%
- Faculty: 2%
- Staff: 1%
- General Public: 3%

online research help
aide à la recherche en ligne
askON by the numbers

Public Chats 2012

- Research-based: 53%
- Directional: 19%
- Fast Fact: 14%
- Inappropriate: 2%
- Other: 4%
- Library Services/Policies: 7%
askON by the numbers

College Chats 2012

- Research-based: 55%
- Fast Fact: 14%
- Library Services/Policies: 11%
- Directional: 7%
- Other: 13%
askON by the numbers

Pre-Chat Survey: Repeat Users 2013

- Public Libraries
- College Libraries
askON by the numbers

1 - Poor - I did not receive the help I needed.
2 - Fair - I received some help but not what I expected.
3 - Good - I got what I expected.
4 - Excellent - I got more than I expected.
Suite of Reference Services
“As of May 2013, 91% of American adults have a cell phone, 56% have a smartphone, and 34% have a tablet computer.”

Cell Internet Use 2013

Sep 16, 2013
Maeve Duggan, Aaron Smith

57% of American adults use their cell phone to go online. 21% of cell phone owners say they mostly access the internet using their phone.
Suite of Reference Services
askON on the move!

- Mobility Working Group formed Fall 2012
- Investigated 3 ways to mobilize askON:
  - Upgrade askON.ca to mobile friendly site
  - App development
  - Text/SMS technology for virtual reference

http://media0.giphy.com/media/SIvcTkusMWS4/giphy.gif
Mobile Friendly Site

- Site optimized for small screens
- AODA compliantable
  (ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT)
App Development/Adoption

- Existing chat useable, but not optimized
- Smart phone app development $$$
- Wait for the future! LivePerson app? 3rd party apps?
askON TEXT

- SMS/Texting widely used
- Partners want to try it
askON TEXT begins

• September 9 to December 15, 2013
• Mosio’s Text a Librarian
• 8 public libraries; 6 college libraries

• Goals:
  • a) determine if there is need for SMS reference
  • b) understand public and college SMS info needs
  • c) determine support tools needed for askON TEXT staff to satisfy SMS info needs
I was wondering if the library is open on weekends and what the hours are

[TextSpeak Translator]

patron5102 (0 Q)
Sat Jan 18, 2014 3:34pm

It is! Here are the hours: Frost (Lindsay) Sat/Sun: 12:00 p.m. - 4:00 p.m.
// Sutherland (Peterborough) Sat/Sun: 10:00 a.m. - 4:00 p.m.

AskOnMod5 (0 Q / 0 A)
Sat Jan 18, 2014 3:37pm
The Marketing Plan

- Regular Tweets, Facebook posts for askON and the partners
- Mentioning partners in Tweets/Facebook Posts
- Posters, Bookmarks, PPT Slides created for partners to use in their libraries
- Should be prominently displayed on website with information about the service if possible
Tweetdeck
The new semester is already getting busy. Get your research questions answered with #askONTEXT.
Best Practices

OttPubLib/BibPubOtt @opl_bpo 6d
Pilote texto @askontario automne terminé. Pilote printemps part le 6 janv! Fall text ref pilot over. Spring edition starts Jan 6! #askONTTEXT
Details

WhitStoufLibrary @WhitStoufLibrar 6d
Love our @askontario service at bit.ly/15RPETk ? TXT us! Text Start to 289-207-0010 for quick help. #askONTTEXT
Details

George Brown College Library Learning Commons
November 18
AskOn now offers a free text message reference service!
Try it today!
(Standard text messaging rates apply)
Text Start to 647-931-1830 for instructions

Find research confusing? Assignment deadlines looming? Never fear AskOn is here!
Best Practices

Access library databases 24/7!

To login, your barcode is your student ID and your PIN is the last four digits of your telephone.

(If you are having trouble, check here!)

Need Help On The Go?
Text askON for speedy answers to your questions!
647-931-1830

Start your research
askON TEXT Pilot
Summary & Analysis
askON TEXT to date

We’ve answered over 450 TEXTS!
Phase 1: Public Queue

Total: 96

Ottawa: 17
Guelph: 7
Brampton: 12
Seguin: 3
Waterloo: 7
Hamilton: 45
Lambton County: 4
Whitchurch-Stouffville: 1
Phase 1: College Queue

- St. Clair: 91
- Fanshawe: 21
- Georgian: 56
- Humber: 20
- George Brown: 90
- Centennial: 16

Total: 295
Repeat Visits by Queue

Total Repeat Visits during Phase 1: 99
<table>
<thead>
<tr>
<th>Week</th>
<th>Public</th>
<th>College</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 14</td>
<td>8</td>
<td>16</td>
</tr>
<tr>
<td>Week 13</td>
<td>3</td>
<td>11</td>
</tr>
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<td>Week 12</td>
<td>3</td>
<td>3</td>
</tr>
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<td>Week 11</td>
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<td>20</td>
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<tr>
<td>Week 1</td>
<td>10</td>
<td>22</td>
</tr>
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</table>
Phase 1 Breakdown of Questions

Hours & Location: 63
Technical & Access: 107
Research Referral: 30
Library Referral: 68
Other Referral: 18
Reader's Advisory: 10
askON TEXT service specific: 16
Circulation: 34
Research: 44
Inappropriate Behaviour: 3
Sample Questions: Technical & Access

When I log in to OPL it says that my account is expired. How can I renew it?

*patron5102* (1 Q)
Thu Oct 31, 2013 7:59pm

Call any branch. Do you need numbers?

*lambtonplcaAdmin* (0 Q / 18 A)
Thu Oct 31, 2013 8:00pm

Yes please. For Ottawa Greenboro.

*patron5102* (1 Q)
Thu Oct 31, 2013 8:01pm

613-580-2957 They are open til 9

*lambtonplcaAdmin* (0 Q / A)
Thu Oct 31, 2013 8:00pm

Hi. I'm a GBC student and I'm trying to use the library website from home, but it's asking for password. I don't know what my user id and password?

*TextSpeak Translator*

*georgebrown@bca*

Auto-responder sent: Happy Thanksgiving! AskOn TEXT is closed for the holiday. Enjoy the holiday and text operators will respond to you when the service reopens Tuesday at 11:00 am.

*patron2282* (1 Q)
Sun Oct 13, 2013 11:47am

id is your student card number and your PIN is the last four digits of your phone number http://bit.ly/1fuGncF

*AskOnMod4* (0 Q / 110 A)
Sun Oct 13, 2013 11:52am

Hi. Sorry. I tried entering my last four numbers but still didn't work.

*patron2282* (1 Q)
Sun Oct 13, 2013 11:57am

Try here: http://bit.ly/1fuJlqc

*AskOnMod4* (0 Q / A)
Sun Oct 13, 2013 12:03pm
Sample Questions: Referrals

Hi there, I am having a public lecture at McMaster on Oct 1. Is there any place I can promote this with HPL?

patron2282 (1 Q)
[TextSpeak Translator]

Hi, I was wondering if there was a way to book a library room through phone call?

patron4749 (1 Q)

Best if you called HPL and talked to them directly. Do you want their phone number?

waterloopicaAdmin (0 Q / 6 A)
[TextSpeak Translator]

Sure :) Thank you. The event website is curestress.ca

patron2282 (1 Q)
[TextSpeak Translator]

Yes, call 519 - 972-2727 ext. 4728

centennialLibraryAdmin (0 Q / 27 A)
[TextSpeak Translator]

Phone number is 905-546-3200.

waterloopicaAdmin (0 Q / A)
[TextSpeak Translator]
Sample Questions: Inappropriate Behaviour

**How many books could a woodchuck chuck if a woodchuck could chuck books?**

*Auto-responder sent: Sorry! askON TEXT is closed for the evening. Operators will read and answer your question when we re-open tomorrow at 12:30 pm.*

**patron1331 (1 Q)**
Mon Sep 23, 2013 11:41am

**How are babies made?**

*Auto-responder sent: askON text is closed right now. Fanshawe Library staff will read and respond to your question tomorrow after 11am.*

**patron2282 (1 Q)**
Tue Nov 5, 2013 10:00pm

**I'm happy to answer any serious questions you might have. Do you have a question I can help with?**

**whitstoulibcaAdmin (0 Q / 25 A)**
Mon Sep 23, 2013 12:32pm

**This maybe a topic you wish to speak with your parents/guardians or perhaps your physician.**

**georgebrownclibcaAdmin (0 Q / 134 A)**
Wed Nov 6, 2013 10:39am
Public vs. College Needs
Public Visitor Needs

• Questions Asked
  o Hours & Location
  o Reader’s Advisory
    ▪ ‘How to…’
      ❑ Place a Hold
      ❑ Search the Catalogue
  o Other Referrals
    ▪ Community Information
Public Visitor Sample Questions

Hours & Locations

Reader’s Advisory

Other Referral

Can you please tell me what time Bullfrog is open on Sundays?

Auto-responder sent: Sorry, askON TEXT is closed for the evening. Operators will read and answer your question when we re-open tomorrow at 12:30 pm

The Bullfrog Mall Branch is open Sundays 1-5 p.m. http://bit.ly/18JXobG

Thank you for using askON TEXT! Please text us if you have any further questions.

I live in an 12 storey apartment bldg in Hamilton. The vents in our hallways are blowing outside air (cold) at full blast. The building manager told me th

Here is a heating bylaw from Hamilton: http://bit.ly/1arjYd

Love teen books about makeovers (ugly or overweight teens). Liked Fat Cat by Robin Brande. Can you suggest a couple more?
College Visitor Needs

• Questions Asked
  o Hours & Locations
  o Access
    ▪ ‘How to…’
      ☐ Offsite Access
      ☐ Login for electronic resources & databases
      ☐ Book a study room
  o Library & Research Referrals
  o Circulation
College Visitor Sample Questions

**Technical & Access**

- I don't know my pin # to access the library. What do I do?
  - **patron2282 (1 Q)**
  - Wed Oct 16, 2013 8:44pm

**Circulation**

- How do I go about reserving a textbook? And how long in advance does it need to be reserved?
  - **patron1331 (1 Q)**
  - Thu Dec 5, 2013 12:49pm

**Research**

- Hi there, are you a faculty member looking to put a book on reserve for your students or a student looking to get a textbook on reserve?
  - **stclairbicacAdmin (0 Q / 18 A)**
  - Thu Dec 5, 2013 12:47pm

**Referral**

- What books can I find in Thames Campus library on religious stereotypes and racism?
  - **stclairbicacAdmin (0 Q / 120 A)**
  - Wed Oct 16, 2013 8:46pm

- B/C the topic is very specific, I suggest articles from online databases. Our live chat service is a great place to find help for databases:
  - **AskOnModS (0 Q / 108 A)**
  - Sat Oct 26, 2013 11:10am
Staff Support Tools

Additional support tab added to the Ask Ontario Staff Portal
Additional Staff Support

• Regular Staff Newsletters
  o New Features
  o Tips/Strategies
  o Training Reminders

• Refresher Training
askON TEXT Phase 2!

- Timeline: January 6th to April 26, 2013

- *4 NEW* Participants:
  - Whitby Public Library
  - Richmond Hill Public Library
  - Fleming College Library
  - Confederation College Library
...questions?

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