

Binghamton University

The Open Repository @ Binghamton (The ORB)

Library Scholarship

University Libraries

2022

Soaring into the Future of Chat Reference: Assessing for Quality in Cooperative Chat Reference

Elise Ferer
eferer@binghamton.edu

Follow this and additional works at: https://orb.binghamton.edu/librarian_fac



Part of the [Information Literacy Commons](#)

Recommended Citation

Ferer, Elise, "Soaring into the Future of Chat Reference: Assessing for Quality in Cooperative Chat Reference" (2022). *Library Scholarship*. 65.
https://orb.binghamton.edu/librarian_fac/65

This Poster is brought to you for free and open access by the University Libraries at The Open Repository @ Binghamton (The ORB). It has been accepted for inclusion in Library Scholarship by an authorized administrator of The Open Repository @ Binghamton (The ORB). For more information, please contact ORB@binghamton.edu.

Soaring into the Future of Chat Reference: Assessing for Quality in Cooperative Chat Reference

OR

7 Librarians, 120 Chat Transcripts, and 11 Weeks

Elise Ferer, Binghamton University Libraries, eferer@binghamton.edu

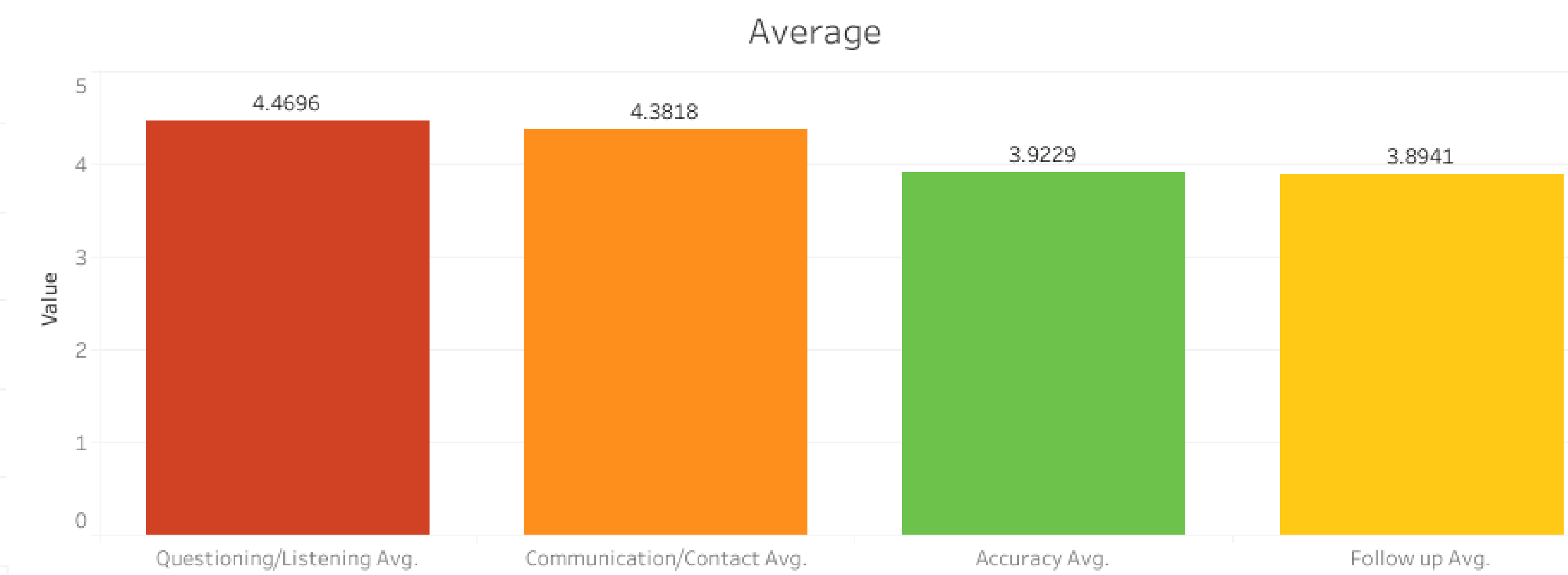
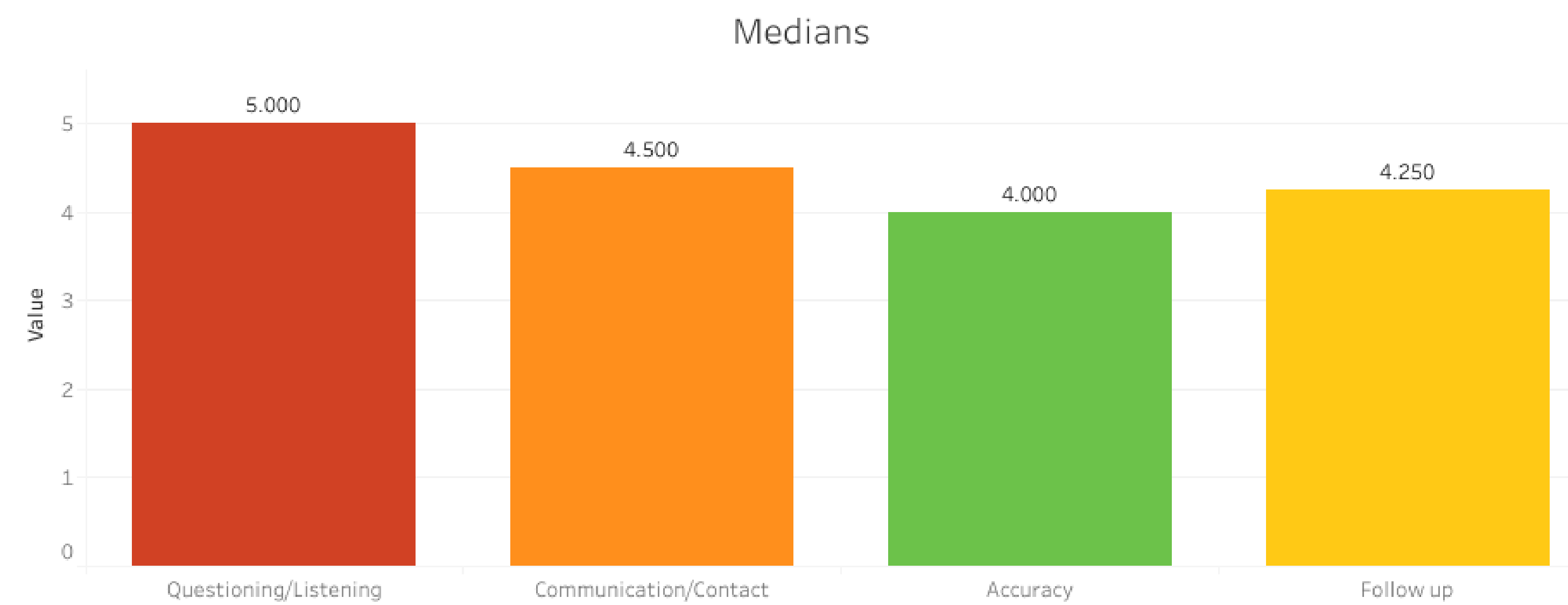
Over the summer of 2021, Drexel University Libraries was preparing to join a reference cooperative to provide chat reference when local librarians were not available. Librarians expressed concerns that other librarians would not provide an acceptable level of assistance. To ensure that cooperative chat was meeting the needs of our patrons we decided to assess chat transcripts from the cooperative chat service over one academic term. Our main questions were:

- Are librarians in the cooperative chat service able to meet a patron's need when local librarians are not available?
- Are librarians in the cooperative chat service providing our patrons with a quality service when we are not available?

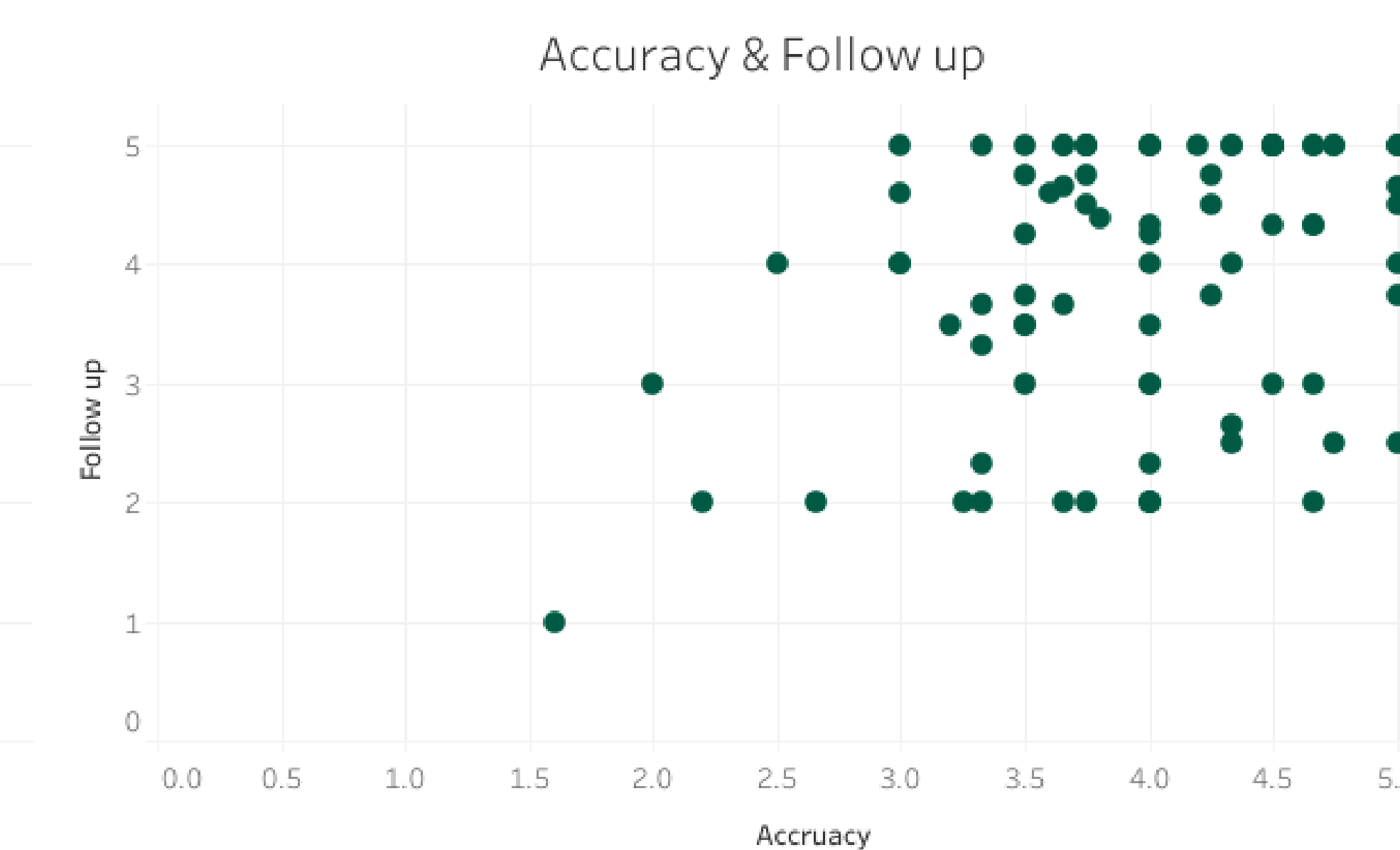
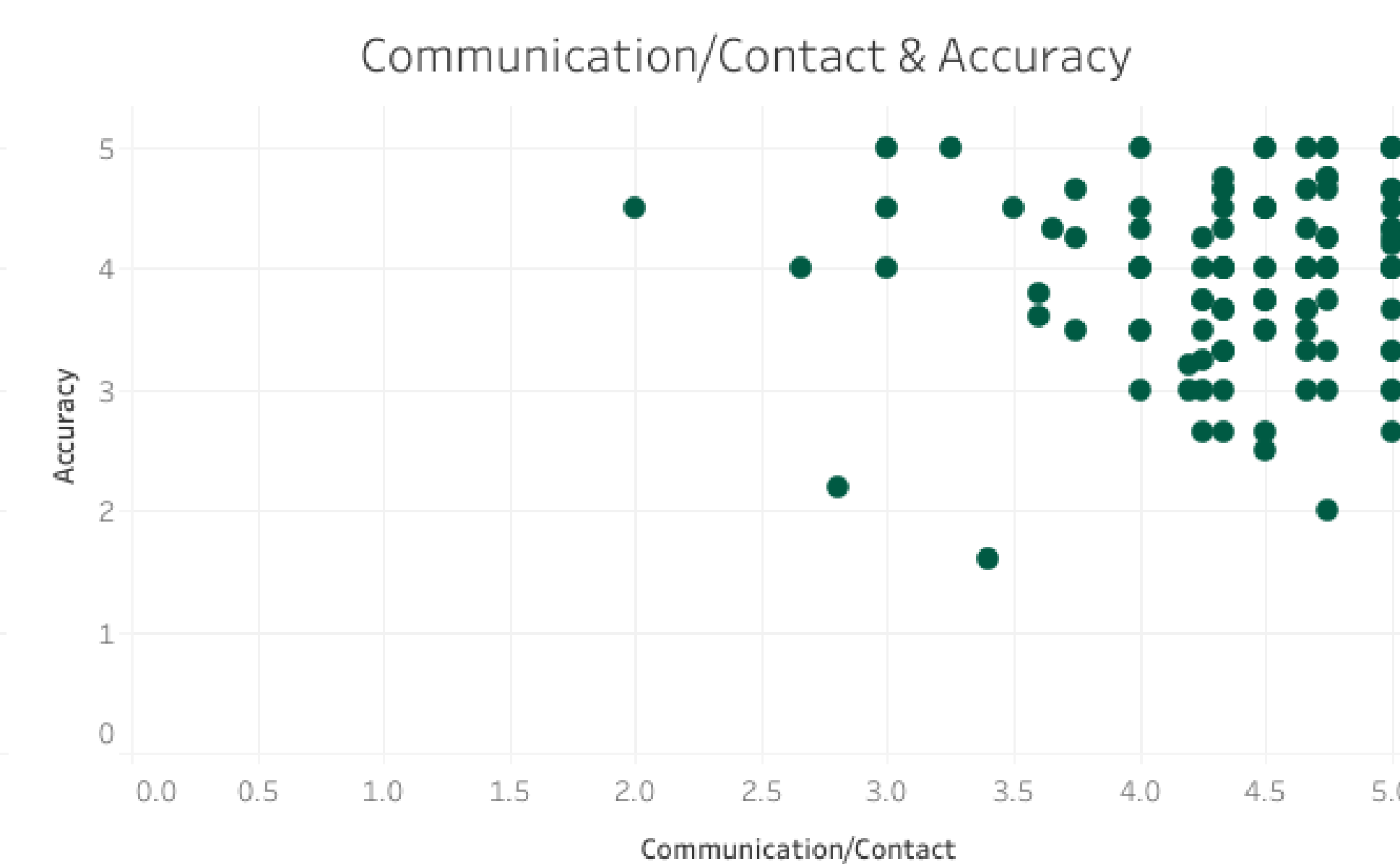
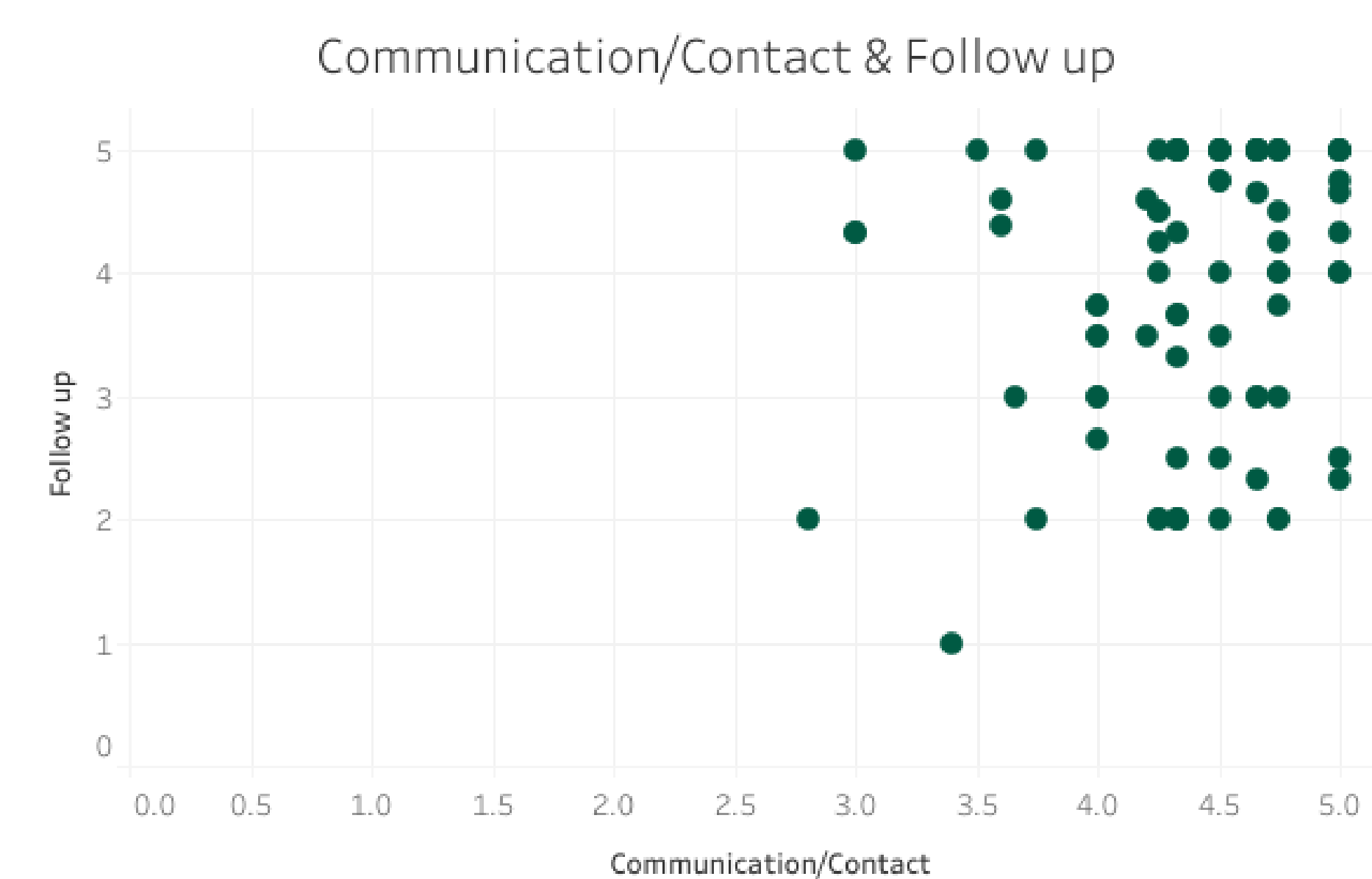
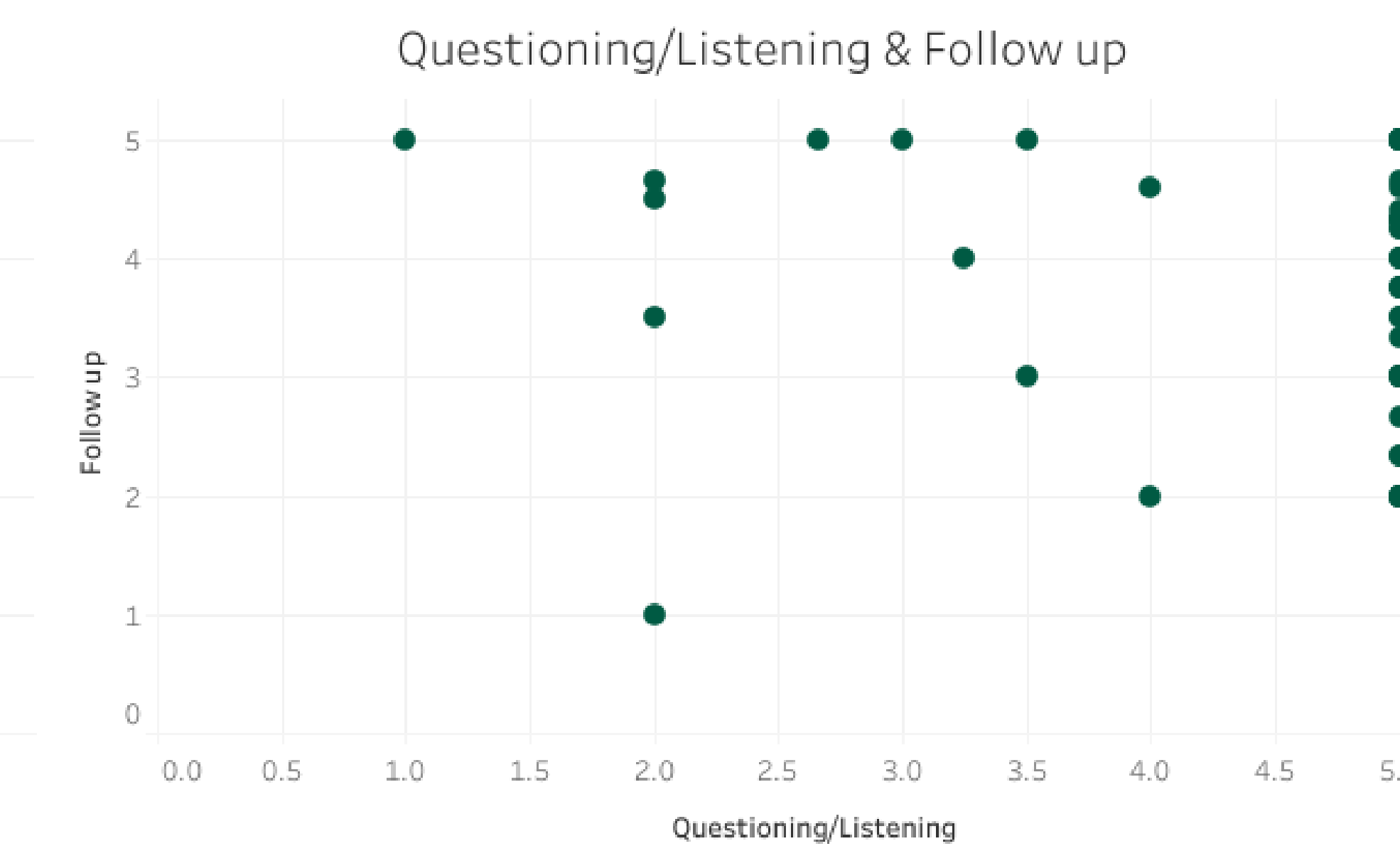
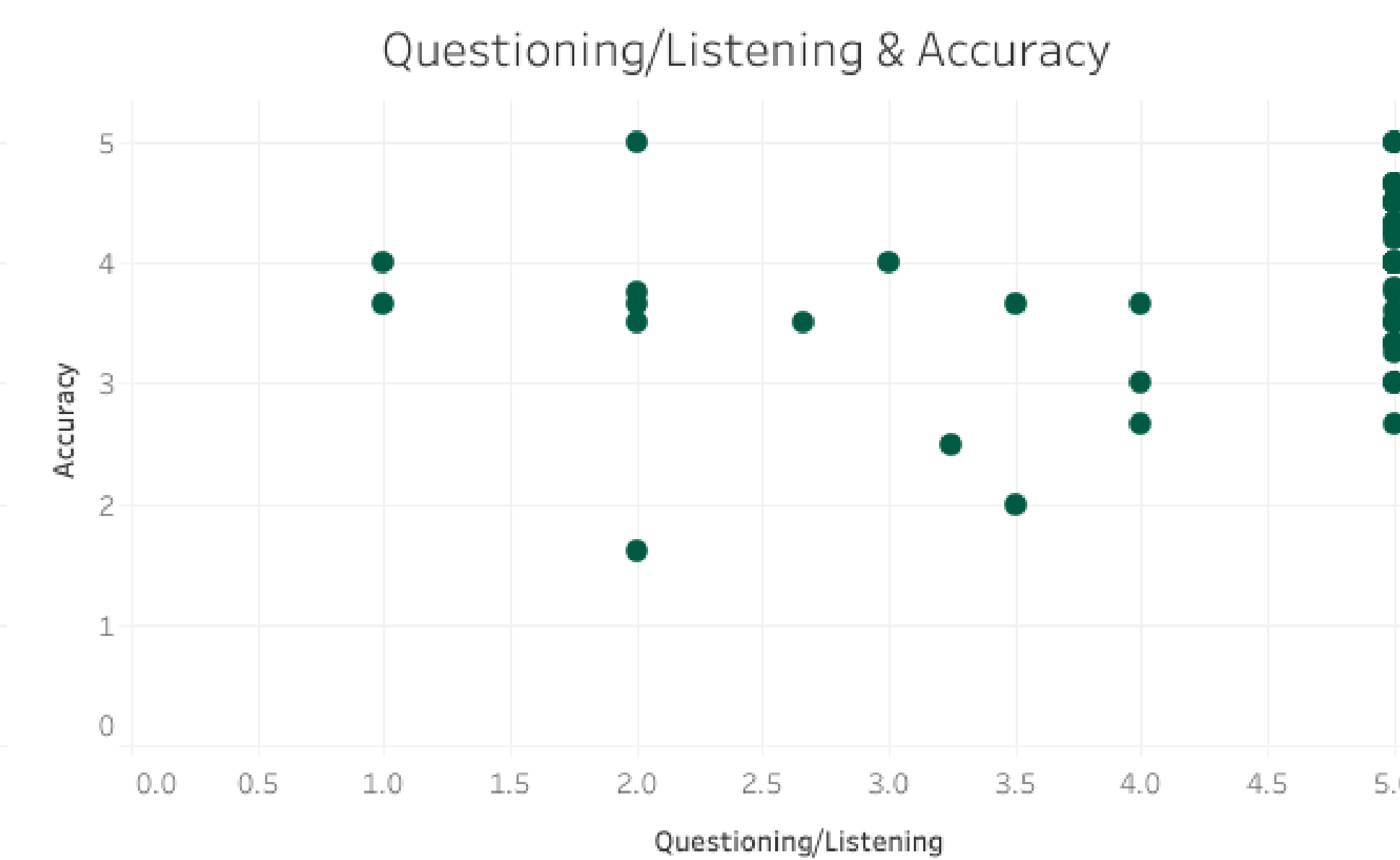
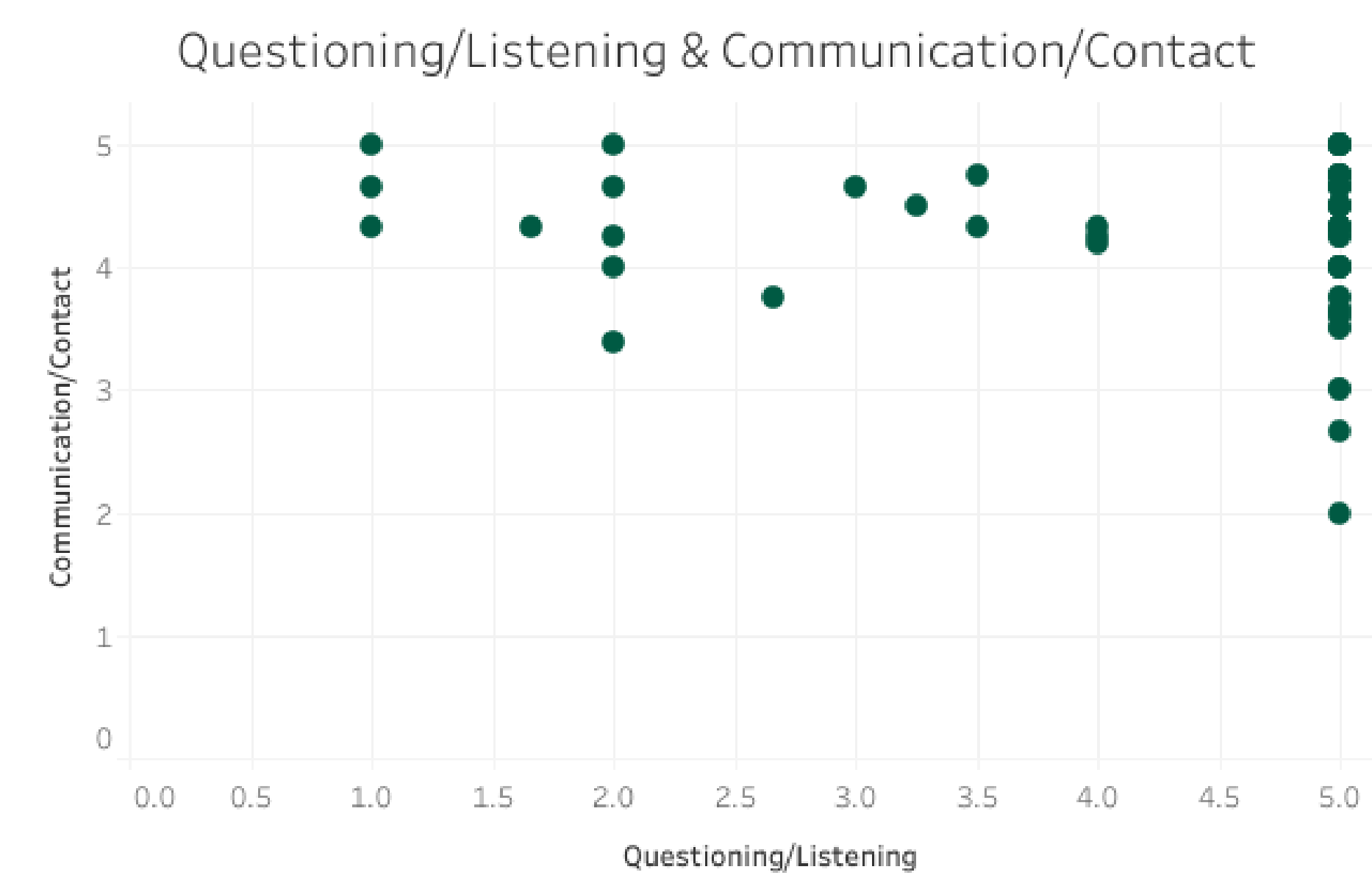
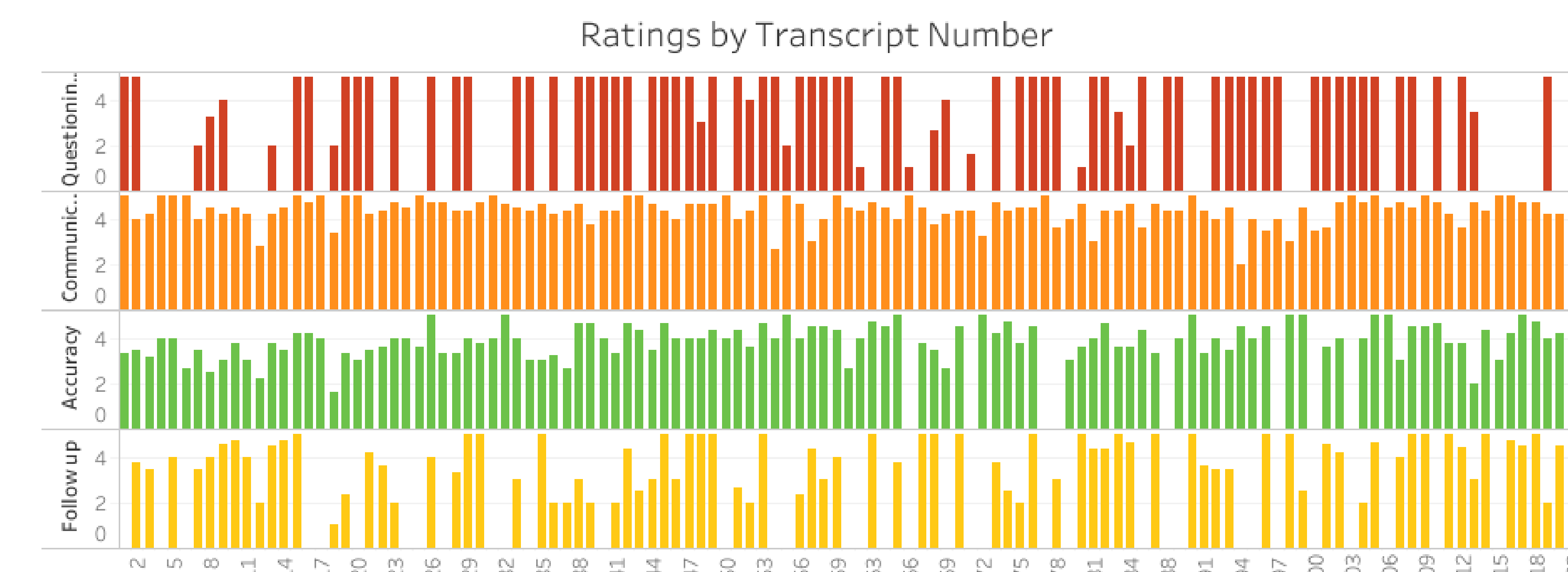
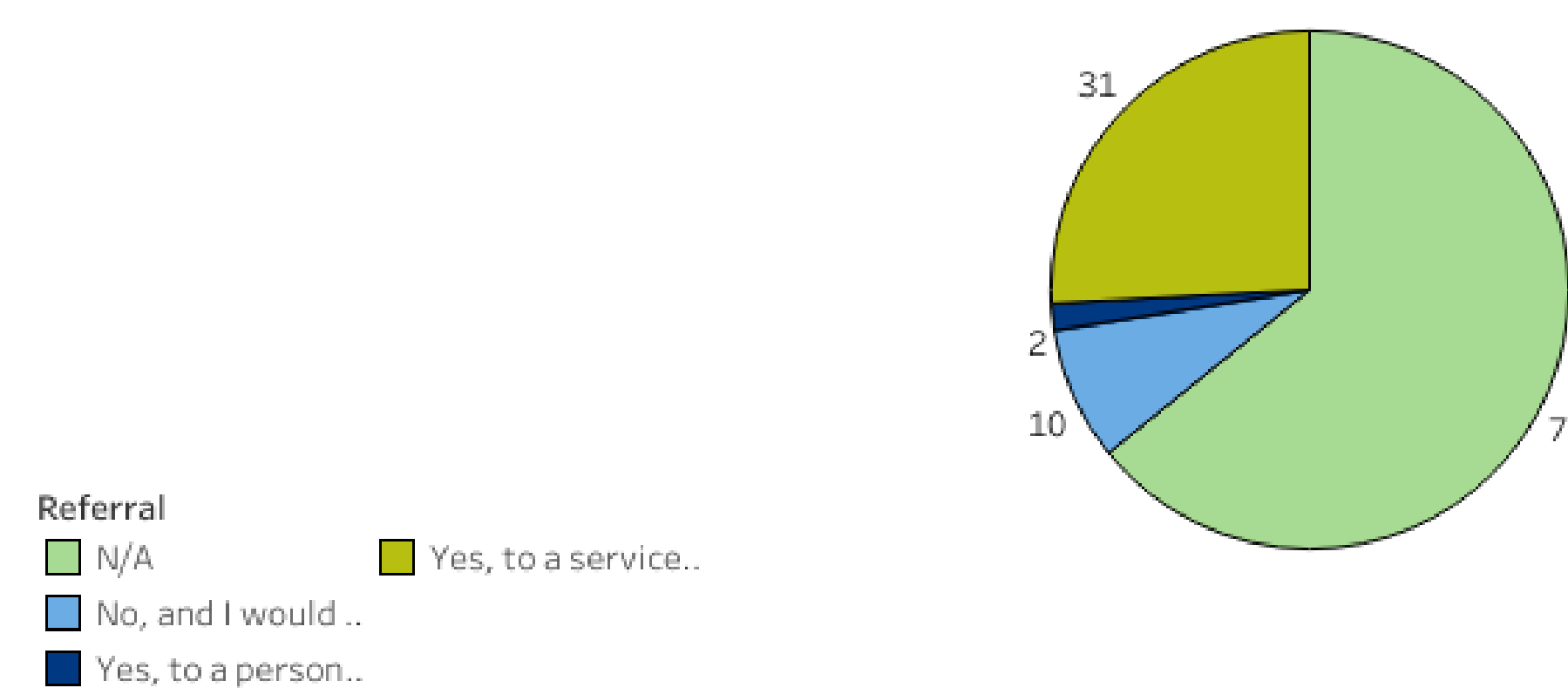
We evaluated the librarian behavior in chat transcripts for:

- Questioning/Listening: did librarians ask questions to understand a need and "listen" to patrons?
- Communication/Contact: did librarians pick up chats promptly and stay in communication with patrons during the chat?
- Accuracy: did librarians provide complete and accurate information?
- Follow up: did librarians confirm that a patron had what they needed and/or tell them they could return?

See separate handouts for rubric and annotated bibliography of related literature.



Referrals to Library Workers, Tickets, Services (ILL, Account issues, etc.)



Methods

Rubric

What is "quality?"

How to measure?

Test rubric



Collection

Develop mechanism to collect transcript ratings

Collect Chat transcripts (LibChat)

Number and deidentify chat transcripts



Data

Multiple librarians rate chat transcripts

Review data

Much Thanks to Jay Bhatt, Lydia Elias, Sam Kirk, Jen Lege-Matsuura, Janice Masud-Paul, Larry Millikien, and Kathleen Turner.

