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Online Check-in Service: Creating a consistent user experience for virtual research appointments

Lauren Puzier

University at Albany, State University of New York, lpuzier@albany.edu

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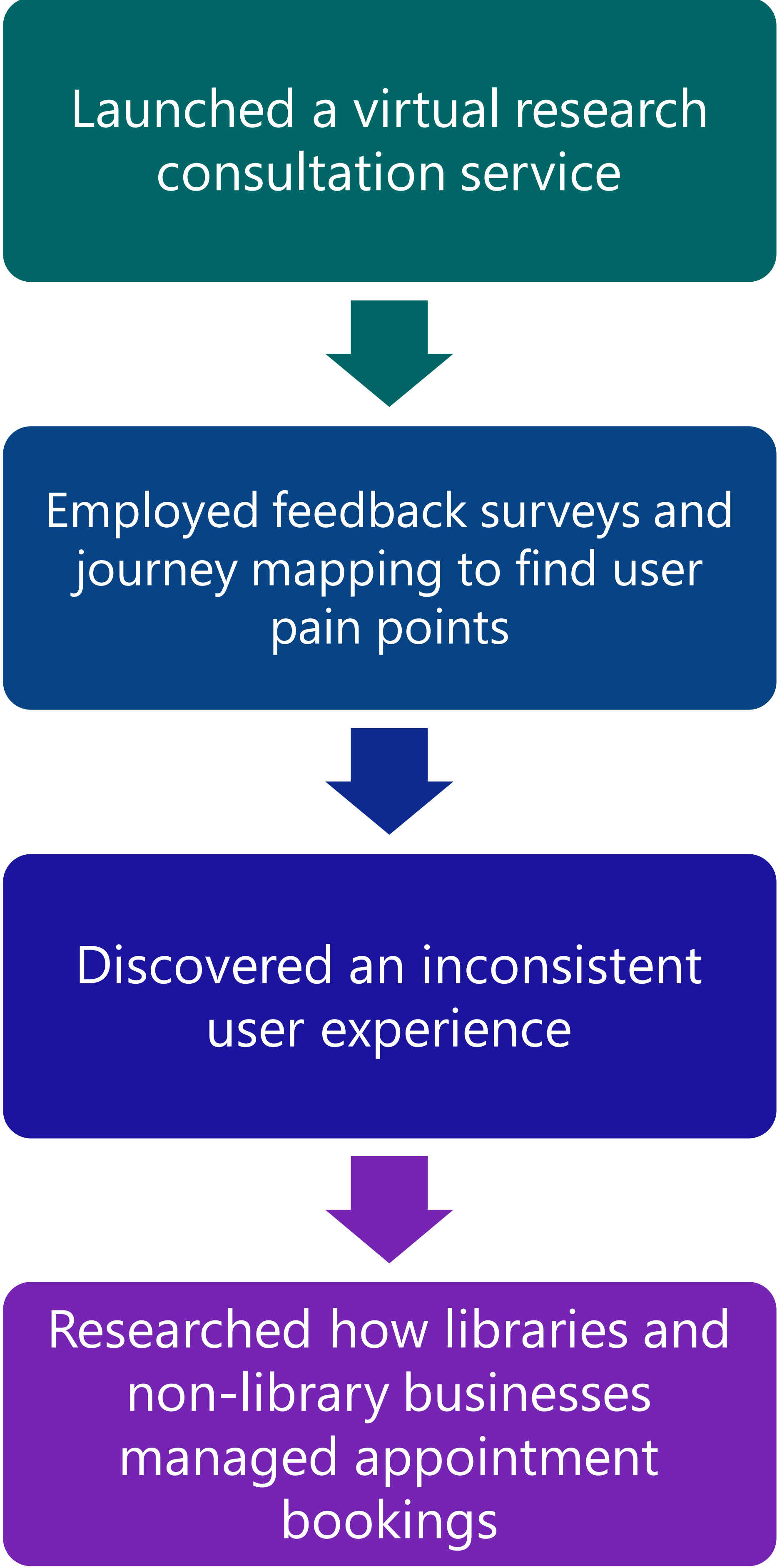
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Online Check-in Service:
Creating a consistent user experience for virtual research appointments

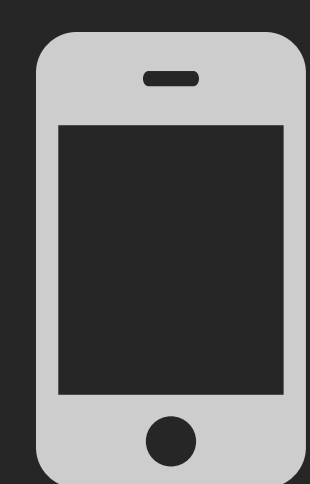
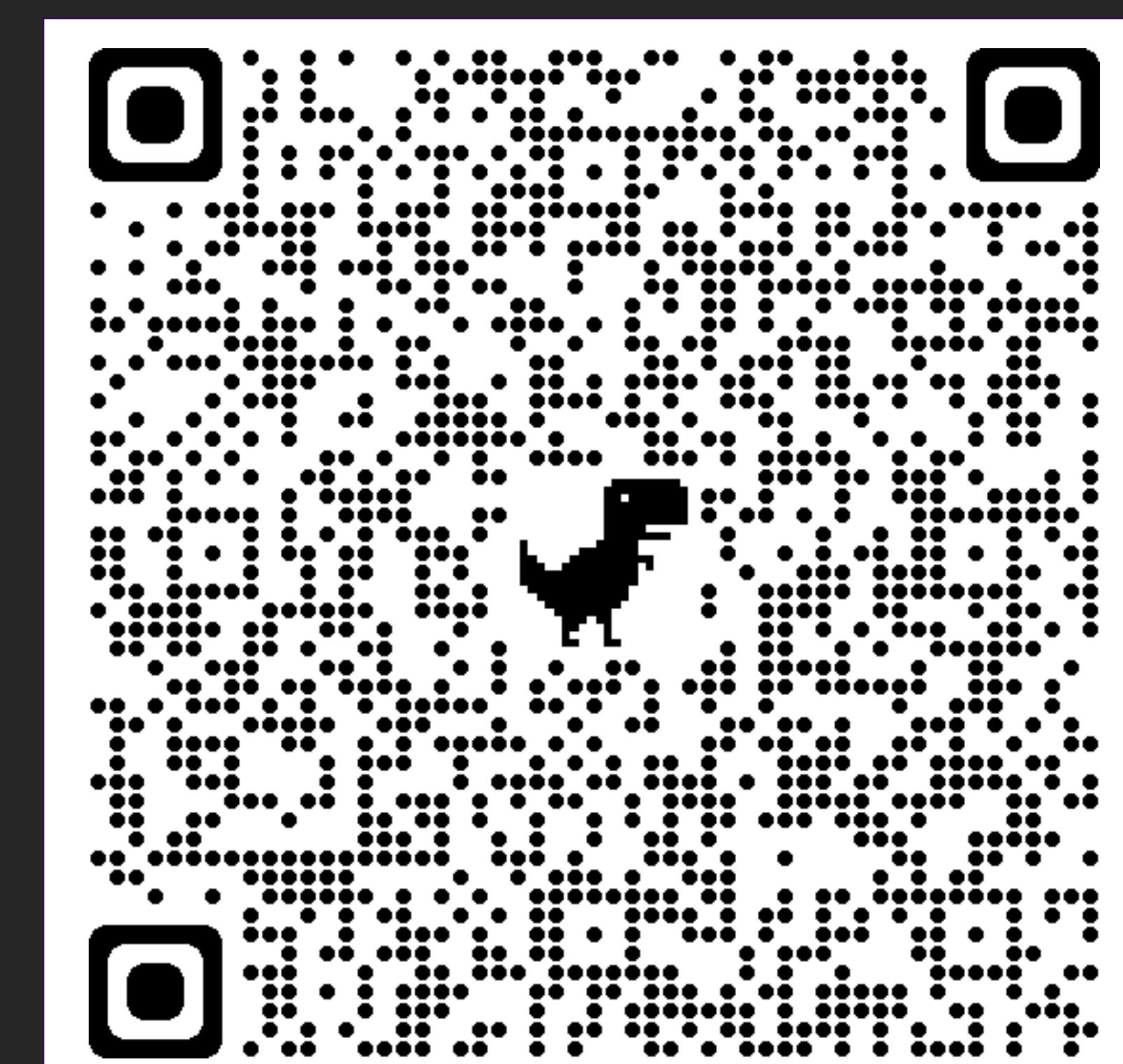
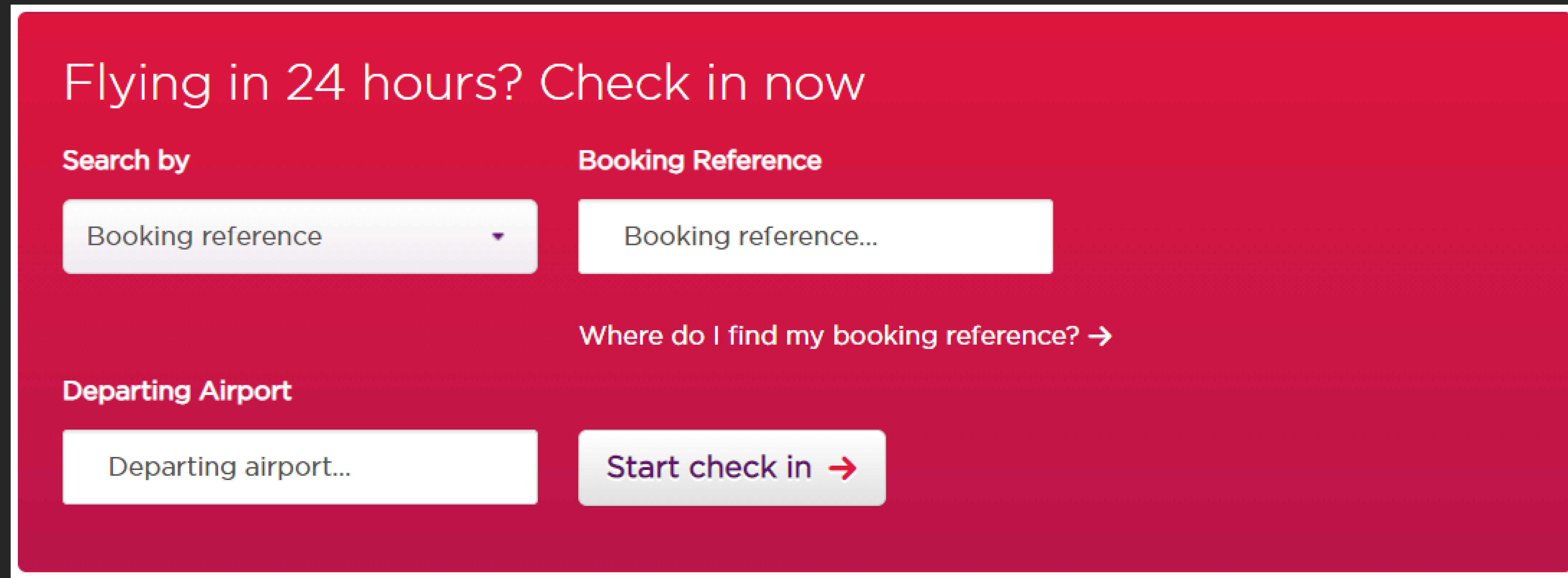
PRESENTER:
Lauren Puzier
User Experience Librarian
UALbany Libraries
lpuzier@albany.edu

INTRO: Virtual Services are here to stay! Our new virtual services have taken off! Here is what UAlbany did to improve the user experience of a new virtual research consultation program.

PROCESS



Major airlines have **mastered user experience** for online check-in services and serve as an **excellent model** for libraries that offer remote appointments.

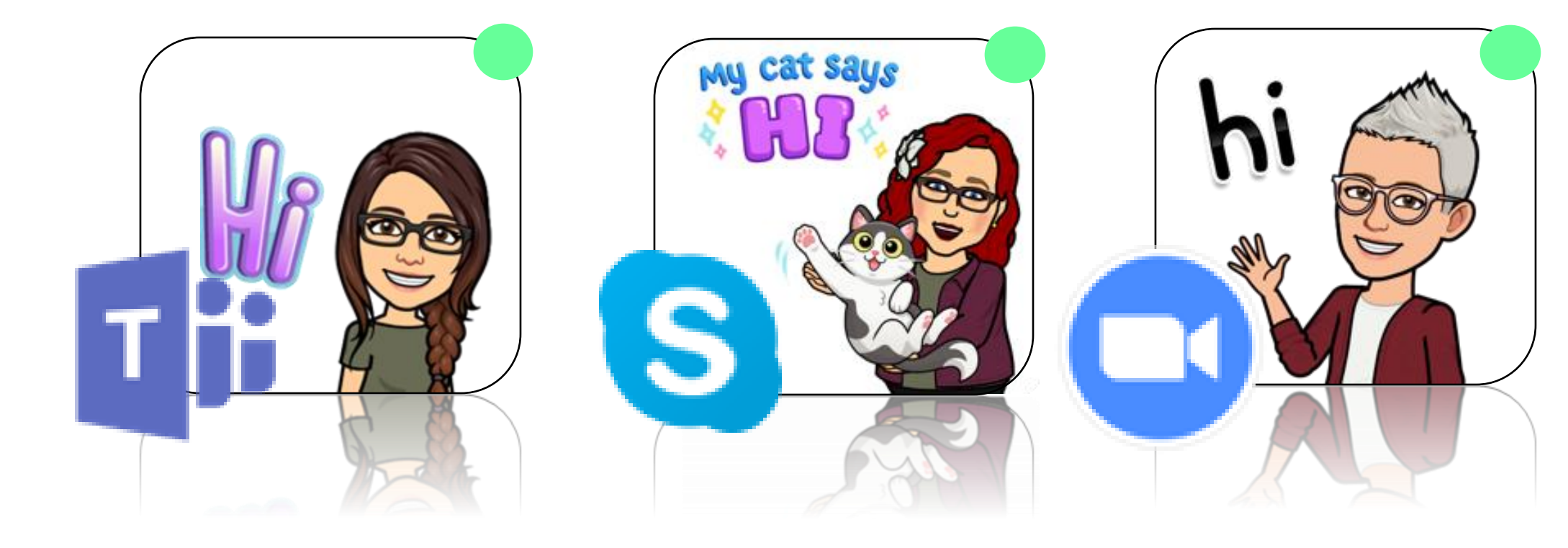


Take a picture to view a handout with more details on this project



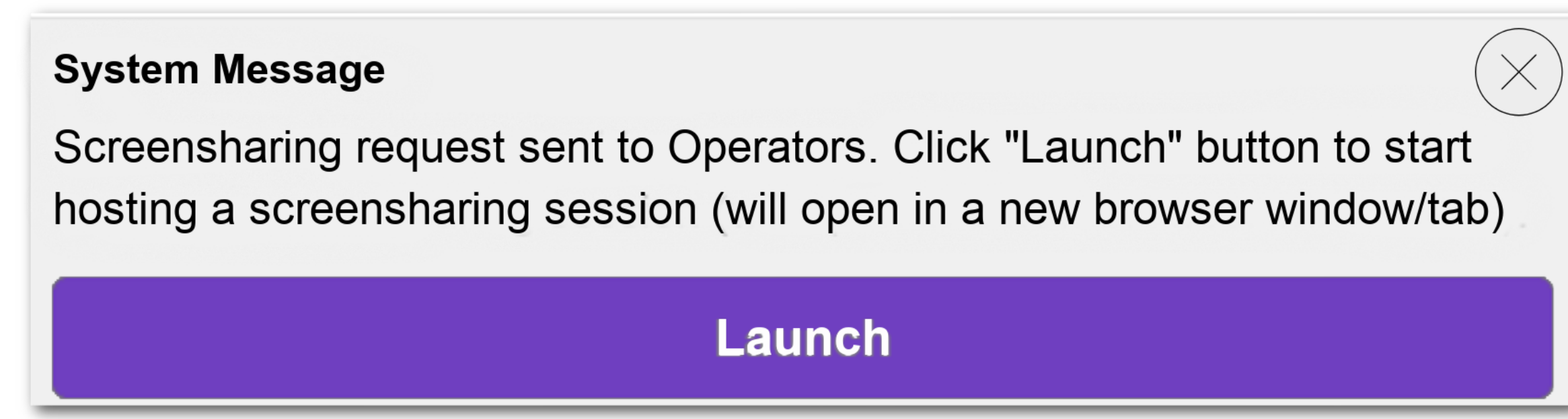
PROBLEM

- Too many video chat platforms = very inconsistent experiences for students.



SOLUTION

- Add a dedicated chat widget for online check-in
- Students enter the chat with their appointment information available for librarians to review
- Librarians pick up the chat, and launch integrated Zoom screensharing with the student.



Check In

Virtual Research Consultations

Are we scheduled to meet? Check in now

Your Name

Your UAlbany email

Which librarian are you meeting with today?

When is your appointment?

Your research topic:

Start the meeting

BENEFITS

- Easy check-in for appointments online
- Chat system automatically tracks statistics when someone checks in
- Staff have already been trained on the platform