

OCLC Research Seeking Synchronicity Webinar Chat Transcript

15 November 2011

This is an edited version of the chat room discussion during the Seeking Synchronicity webinar. A copy of this transcript is available at <http://www.oclc.org/research/events/20111115chat.pdf>.

from Linda Crook to All Participants:
Don't forget to join the Twitter discussion #ORSS

from Will Breitbach to All Participants:
Any evidence that patrons are concerned about transaction time?

from Marie Radford to All Participants:
only a few are in a hurry we found

from Jennifer Harris to All Participants:
@Will and @Marie Really? That's interesting...I feel a lot of pressure to answer chat questions very quickly. It feels like the user will get off is we don't catch them in just a few seconds/minutes

from Shanna Hollich to All Participants:
I think users are willing to be patient - often if they're running a chat then they're multitasking anyway - I think it's just important to check in every few minutes to let them know you're still working, otherwise they'll think you've forgotten them and leave.

from David Tyckoson to All Participants:
In my experience, the first response has to be fast so that they know someone is online to help them, but after that they are more patient and will wait

from Jennifer Harris to All Participants:
Good points.

from Will Breitbach to All Participants:
@Jennifer - i know many of us feel that way, but i have not seen research that supports those feelings.

from Jennifer Harris to All Participants:
@Will--yes, I haven't seen any research to support those feeling either. It's a strange sort of psychological response on our part I think...

from Caleb Tucker-Raymond to All Participants:
People here are saying VR patrons are more likely to say 'please' and 'thank you' than in-person patrons are.

from Will Breitbach to All Participants:
@Jennifer - I agree

from Jennifer Harris to All Participants:
@Caleb--that's a great point

from Brad MacDonald to All Participants:
I had an IM student abruptly log off the other night when I ask for email address

from Bruce Stoffel to All Participants:
do you have a sense of how best to brand the service ... im, virtual reference, chat, other?

from OCLC Research to All Participants:
The report, Seeking Synchronicity: Revelations and Recommendations for Virtual Reference, is available at <http://www.oclc.org/reports/synchronicity/>

from Caleb Tucker-Raymond to All Participants:
Is there any chance we can go back a couple slides and see the one about integrating library tools with popular sites? Can you say more about that?

from Lisa Baures to All Participants:
What about cooperative chat--what information can libraries provide to improve virtual reference service?

from Margaret Driscoll to All Participants:
is there a patron base (count) that would support integrating a 24/7 model for VR? we're a small campus (3500 FTE) and haven't done.

from Lisa Baures to All Participants:
A follow-up question--what kind of access can be provided to cooperating virtual chat librarians to improve reference service?

from Caleb Tucker-Raymond to All Participants:
Lets go back one at a time

from Caleb Tucker-Raymond to All Participants:
No, I it was on the previous slide

from Sherri Turner to All Participants:
Can we go back to the slide about recommendations?

from Lisa Baures to All Participants:
Referring to resources.

from Dorice Vieira to All Participants:
Excellent webinar--thank you!

from OCLC Research to All Participants:

We'll post the webinar recording, slides and chat transcript on our website here

<http://www.oclc.org/research/events/webinars.htm#orss>

When the files are posted we'll announce it on our news page here

<http://www.oclc.org/research/news/default.htm> and on our RSS feed here

<http://www.oclc.org/research/news/feed.xml>

from Shanna Hollich to All Participants:

Thanks, Lynn and Marie!

from Lisa Baures to All Participants:

Thank-you!

from Adolfo Prieto to All Participants:

Thank you very much for an excellent webinar!

from Betty Braaksma to All Participants:

Thanks very much!

from Sims Kline to All Panelists:

Thank you for a great webinar....

from Kurt Brenneman to All Participants:

Excellent - thanks so much!

from Klara Maidenberg to All Participants:

Thanks for the informative webinar!

from Sherri Turner to All Participants:

Thanks

from OCLC Research to All Participants:

The report, Seeking Synchronicity: Revelations and Recommendations for Virtual Reference, is

available at <http://www.oclc.org/reports/synchronicity/>

from Marie Radford to All Participants:

Thanks to all for attending!

from Margaret Driscoll to All Participants:

thank you for this webinar!

from OCLC Research to All Participants:

Thank you for joining us. This concludes today's webinar.