



24/7 Reference: Cooperative Training

Susan McGlamery

OCLC

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Be there when they need you

- **Coverage around the clock**
 - Expand hours of service without adding staff
 - Failsafe coverage
- **Staffed by librarians like you**
 - 2 Cooperatives: Public and Academic



24/7 Reference is:

- Over 700 libraries in the U.S., Canada and England
- Staffing cooperatively to provide service for all participating libraries, around the clock
- Contract staff cover hours when no libraries are online



Who Participates in 24/7?

- **Single library**
- **Libraries within a region**
 - Spokane Falls group of 8 public and academic libraries in Eastern Washington
- **Statewide Service**
 - California AskNow
- **Countrywide service**
 - England



How Do They Know? Answering on behalf of other libraries

Library Policy Pages

Scripted Messages

Communication:

Conference/Transfer

IM

Follow Up/ Referral





Information from the Patron

Susan McGlamery

OCLC

mcglames@oclc.org



Patron Intake Form

7 fields,
including
name field

Anonymous
Patron

The screenshot shows a web browser window displaying the ASK NOW website. The page has a dark blue header with the ASK NOW logo and the word "welcome" in yellow. Below the header is a red section containing a welcome message and instructions. To the right of the main content is a white form area with various input fields and buttons.

ASK NOW
Please enter the following and click the "Connect" button.

Check this box to make this session anonymous. [Please click here for explanation.](#)

Name (required)

Email Address

Confirm Email Address

Your nearest Library:

City (required)

Zip Code

Your Question:

What is your Internet Connection?
Select One

Are you using a software firewall?
(ex: Norton Internet Security)
Select One

welcome

Thank you for using our online live reference service! We are prepared to answer reference questions and provide brief information about your local library. The average session lasts less than 15 minutes. The librarian can either give you the answer, or show you how to find the answer yourself next time, if you like.

To get started, please enter the information requested on the right side of your browser window.

- 'Email Address' is recommended, because at the conclusion of the session, a complete transcript, including all chat and links to Web sites visited will be emailed to you. If you do not have an email address, or do not wish to have a transcript sent to you, you may leave that field blank.
- If you are using Internet Explorer, or Netscape 4.7x, 7.1 or 7.2, and have "session cookies" enabled in your browser, the librarian should be able to take you to various Web sites to show you the answers. We will be able to "chat" with you in real time and send you Web pages via your browser during the session.
- If you have a software firewall enabled, such as Norton Internet Security, you may not be able to see chat from the librarian after you connect. If you experience such a problem, please exit the service, and, if you wish to try again, please [check our firewall instructions](#) on how to configure your firewall to allow communication with the librarian.

If you do not want to reconfigure your firewall, please try to be as thorough as possible when asking your question, and include your email address, because the librarian may not be able to chat with you. You will receive an email response

powered by 24/7

Privacy Policy
About Ask Now



QA Consortium Master 1005 (1005)

[Queues](#)

[IM](#)

[Help](#)

[Logout](#)

Updated: 16:01:59 2005/11/10

New (0)		My Active (1)		All (0)		Librarians (0)	
My Sessions		Time	Patron's Last Message				
Jeff		15:58:19					

Chat Transcript (Jeff)

Chat Transcript (Jeff):

Question: Chat Transcript: What causes rainy Mondays?

give me a little more information about what you are looking for?

Patron Information		Policies
Jeff	jtpenka@yahoo.com	
IP Address:		
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)		
Referer: http://qpdemo.oclc.org/crs/servlet/org.oclc.ask.PatronChatForm		

Scripts	URLs	Notes
Personal Scripts	Text	
Hello	Hello, how may I help yo	
Home Library Scripts	Text	
Hi	Hi, welcome to the chat s	
Console	Transfer	End Session

Policy Pages

**Template for each library in
the Cooperative**

Links to Library resources

**Information about library
policies**





QA Consortium Master 1005 (1005)

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Console	Transfer	End Session


Library Policies View ALT - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print Refresh Stop

Links Windows Login INFO queueA UCLA Digital Reference Need Help In a Nutshell email

Address <http://www.247ref.org/info/manual/polView.cfm> Go Ask a Librarian



Downey PL

Phone	Location	Hours	Library Cards	Loan Periods	Loan Limits
Renewals	Holds	Late Fees	ILL	Obituaries/local Hist	Other Policies

Home Page: <http://www.downey.lib.ca.us/>

Web Catalog <http://netra.downey.lib.ca.us/webpac-j/>
 Downey uses the Dynix WebPac Java version.
 This means that you cannot escort patrons on a catalog search.
 You will need to send them screenshots instead.

Reference Email Contact: questions@downeyca.org **Library Card Number:**

Databases
 Remote access to EBSCOhost MasterFILE Premier and NoveList is available at the following link:
<http://38.186.38.80/rpa/default/index.htm>
 A valid Downey City Library card is required.

Phone
 Voice: 562/904-7364
 Fax: 562/923-3763

Location
 11121 Brookshire Avenue
 Downey, CA 90241-7015

Internet

Using library's own resources

Library Policies View - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Favorites Search

Address <http://www.247ref.org/info/manual/polView.cfm>

Links Statistics AskAway Web design Telus Page has moved! Stuff I use cool stuff post to del.icio.us my del.icio.us Make Search Book

Madison Public Library, WI (MAD)

Research Guides	Phone	Location
Renewals	Holds	Late Fees

Edit:

Home Page: <http://www.madisonpubliclibrary.org> Web Catalog This is a test.

Reference Email Contact: telias@scls.lib.wi.us **Library Card Number:** 29078002352634
Pin Number: Pin number not required, except is chosen by the patron.

Databases
 Library has access to:

- AncestryPlus (IN LIBRARY USE ONLY)
- EBSCOHost (Academic Search Elite, MasterFile Premier and many other journal databases)
- HeritageQuest
- Literature Resource Center
- netLibrary
- Proquest (Regional, National, and International Newspapers)
- ReferenceUSA Business
- What Do I Read Next?
- WorldCat

Remote access for patrons with library card available at <http://www.scls.lib.wi.us/cgi-bin/pbauth.cgi>



Policy Pages

- **We will send you web-based template to fill out**
- **Information about your library to assist other libraries to answer your patrons' questions**
- **Be sure it is up to date**

Scripted Messages and Web Pages

Scripted messages for the Patron library and your library

Patron library scripts for both BME and SUP, in one list





QA Consortium Master 1005 (1005)

[Queues](#)

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[Logout](#)

Updated: 16:01:59 2005/11/10

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Patron Information		Policies
Jeff	jtpenka@yahoo.com	
IP Address:		
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)		
Referer: http://qpdemo.oclc.org/crs/servlet/org.oclc.ask.PatronChatForm		

Scripts	URLs	Notes
Personal Scripts	Text	
Hello	Hello, how may I help yo	
Home Library Scripts	Text	
Hi	Hi, welcome to the chat s	
Console	Transfer	End Session

Communicating with others in the Cooperative

See who else is online

Is a librarian from Patron's library online?

Are they busy?



Librarians

Librarians
Refresh

- Public Nationwide Coop
- Academic Nationwide Coop
- California Coop

To Conference/Transfer to another librarian, find your appropriate group color, and check if that person is monitoring "globally", that is, more than 4 categories.
 You can also transfer a call from a particular category to a librarian from that same library, even if they are not on "global" monitoring.
EXCEPTION: Orange-banded libraries from CA can transfer CA calls to other librarians in CA, even if they are blue-banded and vice versa.

User Name	Categories	Screen Name	Library Name	Session With	Time Monitoring
Cooperative System: Bibliomation					
scloop	3	Biblio_Shelby	Bibliomation	BIBLIO	17 min
Cooperative System: CA LAW					
fresnolaw	2	Law Librarian	CA Law		12 min
Cooperative System: MCLS					
telref	22	Boston Reference Librarian	Boston Public Library	MDSTATE	3 min
psiler	39	MCLS Librarian ts	Metropolitan Cooperative Library System		15 min
jgreene	2	MELO Librarian Jay Gee	Mississippi Electronic Libraries		30 min
Cooperative System: Maryland AskUsNow					
jhorowitz	3	MD Montgomery Librarian jh	Montgomery County Public Libraries	MDSTATE	0 min
ekelly	3	MD SLRC Librarian ek	State Library Resource Center	MDSTATE	11 min
prickertwilbur	3	MD VillaJulie Librarian pr	Villa Julie College Library		11 min
Cooperative System: NELLCO					
shawi	0	NELLCO Librarian sh	NELLCO	NELLCO ACADEMIC	10 min



QA Regress Script Librarian (101007)

[Queues](#)

[IM](#)

[Help](#)

[Logout](#)

Updated: 16:31:34 2005/11/10

.....

New (0)		My Active (0)		All (1)		Librarians (1)	
Librarian	# Queues	Library	# Active	Time			
QA Consortium M	0	QA Consortium Master	1	15:48:42			

IM Transcript (QA Consortium Master 1005)

[QA Regress Script Librarian 16:31:12]: Instant Message request from librarian: QA Regress Script Librarian (101007) to librarian: QA Consortium Master 1005 (1005).

Send

[End IM Session](#)

My Active IM Sessions	Library
QA Consortium Master 1005 (1005)	QA Consortium Master 1005

IM with other librarians

- Click the IM link – the librarians online will display
- Click on the librarian you want to send an IM to
- IM transcript, message box and IM sessions appear
- Type a message in the message box
- New librarian gets the IM alert, clicks the IM link, and can chat with you

Chat Monitor - QuestionPoint - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://qpdemo.oclc.org/crs/servlet/org.oclc.chat.FlashAgentMonitor;jsessionid=F0F6F8F83D4EC97C9106CB9C6208BEB6?&qphost=linuxdemo.prod.oclc.org&> Go Links

QuestionPoint | Chat QA Consortium Master 1005 (1005) Queues IM Help Logout

Updated: 16:32:27 2005/11/10

.....

New (0)	My Active (1)	All (0)	Librarians (1)
My Sessions		Time	Patron's Last Message
Jeff		15:58:19	That was what I was looking for

Chat Transcript (Jeff)

[Patron 16:11:22]: Cobrowse page sent:<http://www.oclc.org/education/regional/usa/default.htm>

[Librarian 16:11:37]: Cobrowse page sent:<http://www.oclc.org/education/about/default.htm>

[Librarian 16:12:21]: Cobrowse page sent:<http://www.google.com>

[Librarian 16:15:28]: Cobrowse page sent:<http://www.google.com/imghp?hl=en>

Microsoft Internet Explorer

New IM request has arrived!

Patron Information		URLs	Notes
Jeff	jtpenka@yahoo.com		
IP Address:			
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)			
Referer: http://qpdemo.oclc.org/crs/servlet/org.oclc.ask.PatronChatForm			
		<input type="text"/>	<input type="button" value="Send"/>
<input type="button" value="Console"/>	<input type="button" value="Transfer"/>	<input type="button" value="End Session"/>	

Librarian only note' to the transcript:

Done Internet



QA Consortium Master 1005 (1005)

[Queues](#)

[IM](#)

[Help](#)

[Logout](#)

Updated: 16:33:53 2005/11/10

.....

New (0)		My Active (1)		All (0)		Librarians (1)	
Librarian	# Queues	Library	# Active	Time			
QA Regress Scri	0	QA Consortium Master	0	16:29:43			

IM Transcript (QA Regress Script Librarian)

[QA Regress Script Librarian 16:31:12]: Instant Message request from librarian: QA Regress Script Librarian (101007) to librarian: QA Consortium Master 1005 (1005).
[QA Regress Script Librarian 16:33:35]: Hi AI...have you been busy on your shift?

Send

[End IM Session](#)

My Active IM Sessions	Library
QA Regress Script Librarian (101007)	QA Consortium Master 1005

Conference/Transfer

Send the patron to another librarian who is logged in

Send the question to another queue

Conference/Transfer

- **Click the Transfer Link**
- **Select the librarian in the list**
- **Send a note to the librarian you want to transfer to (via IM mechanism)**
- **Once other librarian acknowledges, you click Transfer**
- **You can close your session**



QA Consortium Master 1005 (1005)

[Queues](#)

[IM](#)

[Help](#)

[Logout](#)

Updated: 16:01:59 2005/11/10

New (0)		My Active (1)		All (0)		Librarians (0)	
My Sessions		Time	Patron's Last Message				
Jeff		15:58:19					

Chat Transcript (Jeff)

Chat Transcript (Jeff):

Question: Chat Transcript: What causes rainy Mondays?

give me a little more information about what you are looking for?

Send

Patron Information		Policies
Jeff	jtpenka@yahoo.com	
IP Address:		
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)		
Referer: http://qpdemo.oclc.org/crs/servlet/org.oclc.ask.PatronChatForm		

Scripts	URLs	Notes
Personal Scripts	Text	
Hello	Hello, how may I help yo	
Home Library Scripts	Text	
Hi	Hi, welcome to the chat s	
Console	Transfer	End Session



QA Consortium Master 1005 (1005)

[Queues](#)

[IM](#)

[Help](#)

[Logout](#)

Updated: 16:36:52 2005/11/10

.....

New (0)	My Active (1)	All (0)	Librarians (1)
My Sessions		Time	Patron's Last Message
Jeff		15:58:19	That was what I was looking for

Chat Transcript (Jeff)

Chat Transcript (Jeff):
 Question: Chat Transcript: What causes rainy Mondays?
[Librarian 16:03:04]: Hello, thank you for your question. Could you give me a little more

Send

Transfer Request

Transfer Session to:

Librarian

QA Regress Script Librarian (101007)

Cancel

Patron Information		Policies
Jeff	jtpenka@yahoo.com	
IP Address:		
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322)		
Referer: http://qpdemo.oclc.org/crs/servlet/org.oclc.ask.PatronChatForm		



QA Regress Script Librarian (101007)

Updated: 16:39:21 2005/11/10

[Queues](#)

[IM](#)

[Help](#)

[Logout](#)

New 'transferred' chat session has arrived!

.....

New (0)		My Active (1)		All (0)		Librarians (1)	
My Sessions		Time	Patron's Last Message				
Jeff		15:58:19	That was what I was looking for				

Chat Transcript (Jeff)

Chat Transcript (Jeff):
 Question: Chat Transcript: What causes rainy Mondays?
[Librarian (1005) 16:03:04]: Hello, thank you for your question. Could you give me a little more information about what you are looking for?
[Librarian (1005) 16:04:35]: Cobrowse session created by librarian #1005

Patron Information		Policies
[!] Jeff	jtpenka@yahoo.com	
IP Address:		
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.432)		
Referer: http://qpdemo.oclc.org/crs/servlet/org.oclc.ask.PatronChatForm		

Scripts	URLs	Notes
Personal Scripts	Text	
Home Library Scripts	Text	
Hi	Hi, welcome to the chat	
Console	Transfer	End Session



QA Regress Script Librarian (101007)

Queues

IM

Help

Logout

Updated: 16:40:06 2005/11/10

Chat Session Ended

Close

New (0)	My Active (0)	All (0)	Librarians (1)
---------	---------------	---------	----------------

My Sessions	Time	Patron's Last Message

Chat Transcript (Jeff)

ault.htm
[Librarian (1005) 16:11:37]: Cobrowse page sent:http://www.oclc.org/education/about/default.htm
[Librarian (1005) 16:12:21]: Cobrowse page sent:http://www.google.com
[Librarian (1005) 16:15:28]: Cobrowse page sent:http://www.google.com/imghp?hl=en

Add a 'librarian only note' to the transcript:

Send

Patron Information Policies

[!] Jeff	jtpenka@yahoo.com
IP Address:	
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.432;	
Referer: http://qpdemo.oclc.org/crs/servlet/org.oclc.ask.PatronChatForm	

'Click' below to change the transcript status:

Follow Up
Answered
Pending
Closed

Follow Up/ Referral



For circulation questions

**Question can't be answered by
reference to library's policy page**

**You have not been able to find a
complete answer while online and
more work is needed on the question**

**Send to patron's library or to subject
experts**

Ending the session

- Confirm e-mail address when follow-up is required.
- If referral, let patron know what to expect (it will take a few days usually for the subject expert to get back to them)
- Assign the resolution code Follow Up
- Refer to subject experts post-session

Examples of follow-up questions

“I have a book being held for me until the 29th of April. Unfortunately, I’m out of the country until the 29th.....would it be possible to pick it up on the 30th?”

“Do you have a copy of the Stevens Point Journal From 12-17-1910? I am looking for a reference to a Bessie Thulen, for my family history search.”

“what is the name and /or recording artist of a [1980s?] song that has in its lyrics "a Chicago girl and a Waunakee boy" ?”



QA Regress Script Librarian (101007)

Queues

IM

Help

Logout

Updated: 16:40:06 2005/11/10

Chat Session Ended

Close

New (0)	My Active (0)	All (0)	Librarians (1)
---------	---------------	---------	----------------

My Sessions	Time	Patron's Last Message

Chat Transcript (Jeff)

ault.htm
[Librarian (1005) 16:11:37]: Cobrowse page sent:http://www.oclc.org/education/about/default.htm
[Librarian (1005) 16:12:21]: Cobrowse page sent:http://www.google.com
[Librarian (1005) 16:15:28]: Cobrowse page sent:http://www.google.com/imghp?hl=en

Add a 'librarian only note' to the transcript:

Send

Patron Information		Policies
[!] Jeff	jtpenka@yahoo.com	
IP Address:		
Browser/OS: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.432;		
Referer: http://qpdemo.oclc.org/crs/servlet/org.oclc.ask.PatronChatForm		

'Click' below to change the transcript status:

Follow Up Answered

Pending Closed

Referral networks

- **24/7 Subject experts**
 - Medical librarians
 - Art librarians
 - Business librarians
 - Genealogy librarians
 - Spanish-speaking librarians
 - Next: multilingual cooperatives



Global Reference Network

Quality control

- Session Review
- QC Staff
- Training

- quality@247ref.org



http://www.247ref.org - Session Transcript - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Google Search Web 274 blocked AutoFill Options

[Main Page](#) [Log out](#)

Transcript #502280

If you want to send this transcript, please enter an email (it will automatically close the window).

Email:

CC:

BCC:

Subject:

Comments:

Name: bhagavat p blumette
 Zip: 92008
 Email: jamuna108@yahoo.com
 Category: CARLSBAD
 Resolution Code: COMP
 Referer: http://www.asknow.org/portal.cfm?lib=CARLSBAD
 UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows 98)
 Cps: 1
 City: carlsbad
 Firewall: I don't know
 Virtcategory: CARLSBAD
 Connection: Hi-speed
 Ippaddress: 210.213.148.160
 Library: cole library
 Webinar: No
 Start Time: 2005-05-19 07:40:43 PT
 Service Time: 05:40

Printer-Friendly Format

Time	Name	Message
2005-05-19 07:40:44 PT	bhagavat p blumette	i have 2 books checked out and they are both overdue. i am in another country so i need to contact u about it
2005-05-19 07:40:44 PT		Please hold for the next available librarian. If you would like a transcript of this session emailed to you, please type your full email address now.
2005-05-19 07:41:24 PT		[Broward Librarian bl - A librarian has joined the session.]
2005-05-19 07:42:02 PT	Broward Librarian bl	ok- please wait while i find the contact number for the library.
2005-05-19 07:42:38 PT	bhagavat p blumette	i'm sorry but i am in the philippines and it is very expensive for me to call america right now
2005-05-19 07:43:32 PT	bhagavat p blumette	is there any way that a message can be sent to the library to let them know that i can return the books when i get there?
2005-05-19 07:43:40 PT	Broward Librarian bl	i am in broward county florida-- i will try to find you a direct email address for the library in carlsbad, ca so that you can contact them directly. please wait a moment.
2005-05-19 07:44:14 PT	bhagavat p blumette	wow!i would really appreciate that.. thanx
2005-05-19	Broward	here is an email address for the carlsbad library--i hope this helps you.

Internet 12:28 PM

Survey Feedback

http://www.247ref.org - Survey - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Google Search Web 274 blocked AutoFill Options

[Main Page](#) [Log out](#)

Survey #71887 REFERENCE

Feedback	
Date:	2005-05-19 07:47:49
1. Satisfied?	Satisfied
2. Staff Quality?	Excellent
3. First time?	Yes
4. Use Again?	Very likely
5. Ease of use?	Very easy
6. You are?	State Resident
7. Found us via?	Library Website;
Comments:	excellent info., thanx!

start 3 Y G... E... W... S I... I... Z V... Q... M... O... Internet 12:35 PM

24/7 Cooperative: Learn More



- FAQs about the Cooperative

http://questionpoint.org/community/TransitionTaskForce/FAQ_247.htm

- 24/7 Policies and Procedures

http://questionpoint.org/ordering/cooperative_guidelines_247rev3.htm



Questions and Discussion

Susan McGlamery

mcglames@oclc.org

