

Quick and Dirty Tools For Chat and Email Ref

Using common tools to help get people
what they need using

Del.icio.us, Flickr and MS Paint



flickr



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You're 2 minutes into a chat when...

- Librarian: so, are you getting these links? What do you think?
 - SusiePatron: It's such a lot – I'll have to come back later
- Librarian: You'll be getting this chat via your email
 - Susie: sorry no email...
- Librarian – [to self: Huh. (What next?)]

Del.icio.us as bookmark repository

Ex:http://delicious.com/wccls/gbh_bird

Four steps:

- Get an account for public use
(i.e. brand with your library)
- Leave it open as a tab/other window
while working L-net/ use bookmarklet
- Use to gather links while working
- Tag all new with short topic tag
- Summarize to patron at end of chat



Who	Message
Patron	Chat Transcript: does the great blue heron have seasonal changes?

2 minutes and several links later....

Librarian	This the plumages section of the Great Blue Heron essay.
Librarian	HI there, are you still with me? What do you think so far?
Patron	ya im writing it down thanks
Librarian	If you have an email address, I can send all the links to you in an email after we finish -- OR, you can open the links in a new browser window and keep them open after I go....
Librarian	The links are available for use later if you like - http://del.icio.us/wccls/gbh_bird

Another Scenario: Email Show and Tell

▼ [Full transcript](#)

Patron's question:

There doesn't seem to be any easy way to type in my card number and get into the system so I can check on book availability etc. You have a lot of information areas but it doesn't show me how to get it. I just get there by chance.

Seems like a straightforward show and tell of all the different ways to log into our accounts. Let's try some pictures.... at Flickr

Upload Screen Shots to Sets in Flickr

Using common free tools on Windows (similar options available on Mac), create a quick group of screen shots to illustrate a point, and upload to a library flickr account

Example:

<http://tinyurl.com/bhz4as>

(set in www.flickr.com/cmclibrary)

flickr

In Flickr, using the Sets function works well for small tutorials – you can send out a link for the slideshow or a static page.

Using Paint.....

Use the Print Screen button to capture part of all your screen to the Clipboard and then quickly Paste and edit in Paint.



The End

They say you can't have fast, cheap
and good at the same time –
depending on your and the patron's
needs, these ideas might fit the bill..
Thanks for listening!

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