



RMIT Ask A Librarian

CAVAL Customer Service and Collaboration Network – CSCN
Community of Practice – Digital Services

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WHO



altarama



servicenow

LIBRARY STAFF

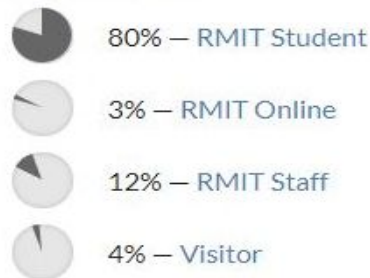
- “Agents” / AAL site reps / AAL coordinator / Manager
- Other staff – intranet services, ITS, finance, other LiveChat groups...

USERS

- **Anyone!...not as simple as it sounds**

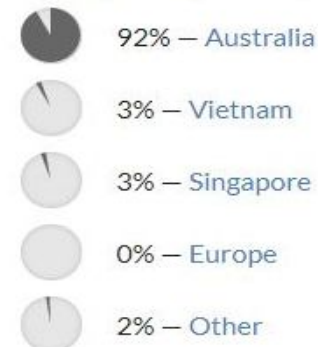
3446 users of our Ask a Librarian chat reference service between 1 Feb and 16 Apr 2018:

I'm enquiring as a: (2997 answers)



449 out of 3446 visitors didn't choose any of the answers.

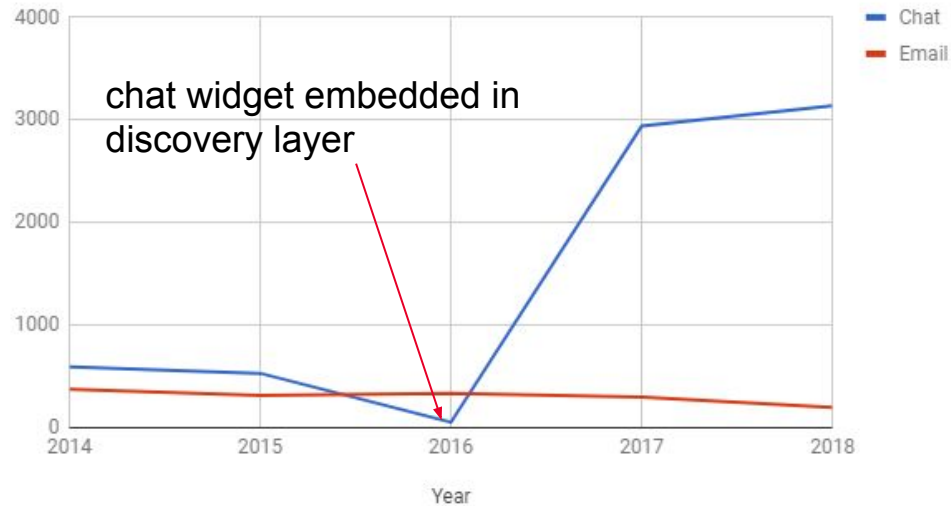
Country location (3390 answers)



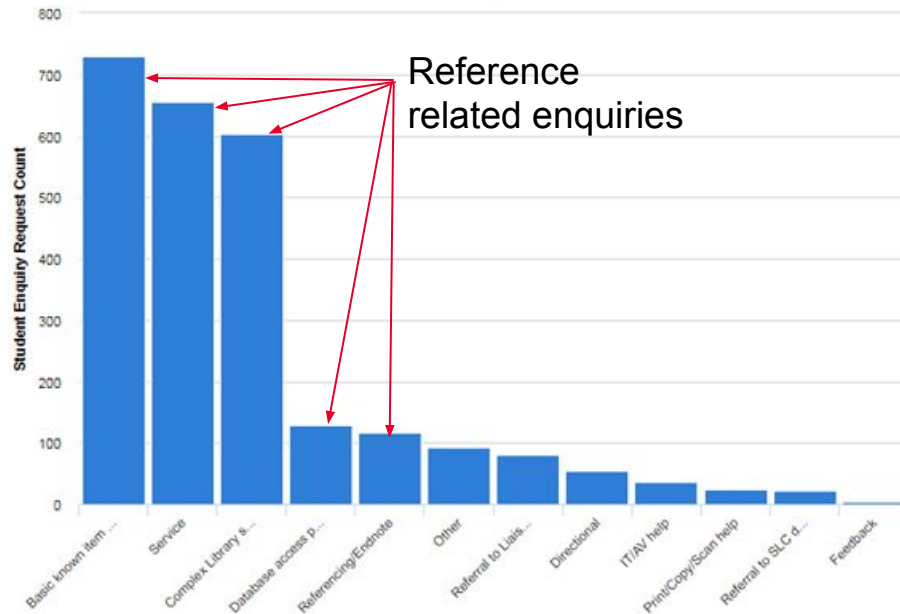
56 out of 3446 visitors didn't choose any of the answers.

WHAT

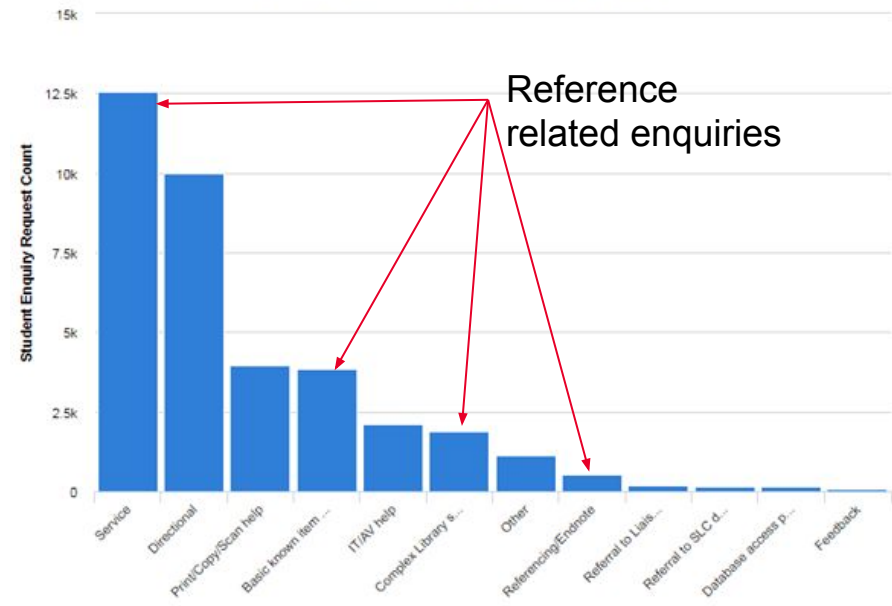
1st quarter stats - Chat and Email



Ask A Librarian. 1st quarter 2018



Library Service Desk - excluding chat. 1st quarter 2018



WHEN



When can I expect an answer?

Help is available on [Melbourne time](#).

Semester hours:

- Monday to Thursday: 9am-8.30pm
- Friday: 9am-5pm
- Weekends and public holidays: 10am-4.30pm

AAL Site roster from Mon 5 Feb 2018:-

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9:00 - 11:00	Swanston 2 staff	Swanston 2 staff	Swanston 2 staff	Swanston 2 staff	Swanston 2 staff	Brunswick 12-4.30 chat
11.00 - 1.00	Brunswick 1 staff	Brunswick 1 staff	Brunswick 1 staff	Brunswick 1 staff	Brunswick 1 staff	Bundoora 10-4.30 chat (from 3/3)
	Bundoora 1 staff	Bundoora 1 staff	Bundoora 1 staff	Bundoora 1 staff	Bundoora 1 staff	Carlton 10-4.30 chat
1.00 - 3.00	Carlton 1 staff	Brunswick 1 staff	Carlton 1 staff	Carlton 1 staff	Carlton 1 staff	Swanston 10-4.30 email
	Bundoora 1 staff	Bundoora 1 staff	Bundoora 1 staff	Bundoora 1 staff	Bundoora 1 staff	
3.00 - 5.00	Swanston 2 staff	Swanston 2 staff	Swanston 2 staff	Swanston 2 staff	Swanston 2 staff	
After 5 pm	Brunswick (chat from 4.30)	Brunswick (chat from 4.30)	Brunswick (chat from 4.30)	Brunswick (chat from 4.30)		
	Bundoora (chat)	Bundoora (chat)	Bundoora (chat)	Bundoora (chat)		
	Carlton (chat)	Carlton (chat)	Carlton (chat)	Carlton (chat)		

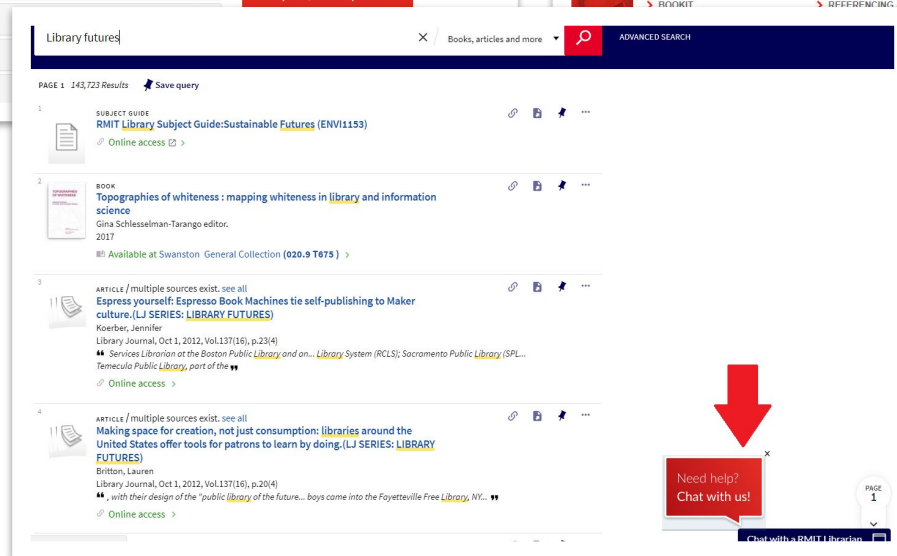
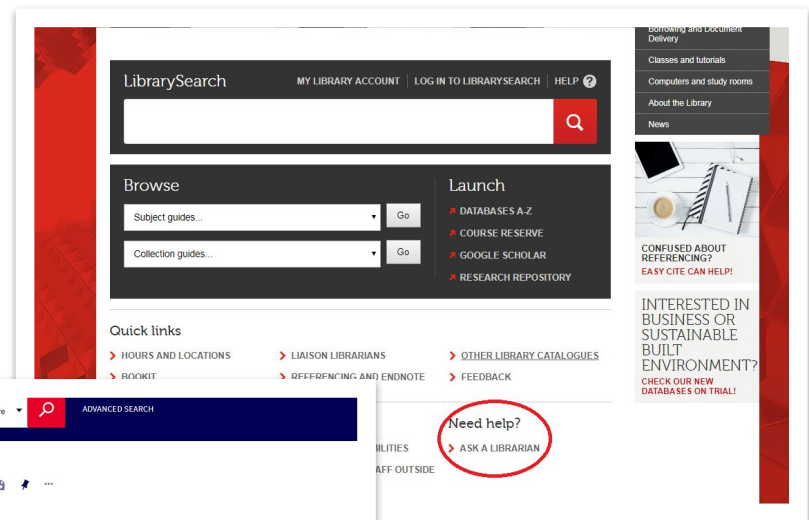
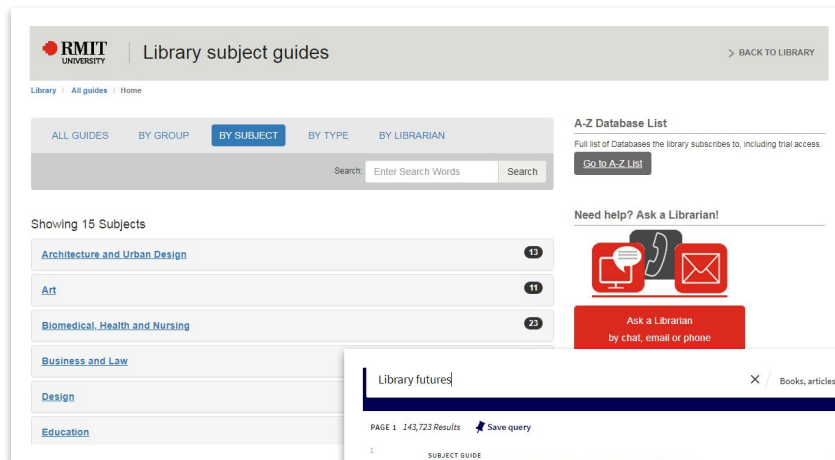
Today	Wednesday, May 2	Print	Week
06:00	NPW		
08:00	Russell & Marita		
09:00	AAL - Andie & Fawnia		
09:00	Lynne & Ursula & Jane		
11:00	Dalith & Julian (Carlton) & Tracey		
11:00	SLC Patricia		
13:00	Russell & Will & (Carlton) Fawnia		
13:00	SLC Marita		
15:00	AAL - Danielle & Craig		
15:00	Julian & Karen & Anne		
17:00	Anna & Steve & Jodi & Jez		
21:00	Extened opening Cecilia & Vinnie		

WHERE

Where do we run the service

Anywhere – at all sites (see previous slide)

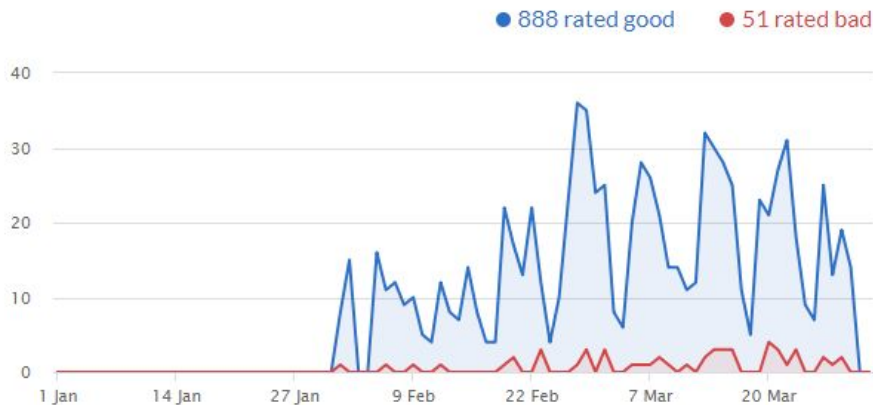
Where do users access the service



WHY.

All users are engaged with us digitally
E preferred collection development policy.
Full and partial online courses.
Global reach = global engagement and responsibilities.
Digital first overlay to be applied to all our services.
A good fit.

Chat satisfaction (average: 95%)



Average chat duration (average: 14 min 3 s)



Skills, support and training

All frontline staff have been impacted

- Reference staff
- Library officers

RMIT UNIVERSITY FRONTLINE Services Site

ABOUT LIBRARY-WIDE BRUNSWICK BUNDOORA CARLTON SWANSTON INDEX

LIBRARY-WIDE

Tools

- AAL chat
- SMP AAL email
- ALMA
- Key Contacts
- Logins Passwords
- N2K
- Ops manual
- Phone directory

Reporting

- Feedback register
- Interesting questions
- IT property log
- Service & Support
- Property Services
- Shift report
- Referrals
- Quick Enquiries

Procedures

- Emergencies only - call Security x53333
- 52020 contact centre
- AAL procedures
- After hours staff contacts
- Desk Stats - manual form
- First Aiders & Wardens
- LASS Infrared
- One-to-one bookings/cancellations (SLC)
- Overtime - recording in ESS
- Referral flowchart
- SMP Guidelines and Procedures
- Theft in the Library announcement

Forms

- Exhibiting in the Library

Liaison Librarian Referral

Use this form to refer an enquiry if the Liaison Librarian cannot be contacted in-person or by email or to pass on subject-specific questions of interest to Liaison Librarians.

Your email address (charles.barnett@rmit.edu.au) will be recorded when you submit this form. You can [Switch account](#) if you prefer.

*Required

College *

Based on student's enrolment or staff member's employment:

- ☐ Business and Law
- ☐ Design and Social Context
- ☐ Science, Engineering and Health
- ☐ REW / Foundation Studies

NEXT

Never submit passwords through Google Forms.

RMIT UNIVERSITY

Ask a Librarian

Search this site

Ask a Librarian

Welcome to the Ask a Librarian Google site.

Any issues with the Ask a Librarian service should be reported to:

Administrator: Viv Carlton (Mon, Tues, 9925 3564 or 9925 3564)

Acting Manager: C 9925 3564 or 9925 3564

REFERENCE COMPETENCIES for the modern librarian. VOL 2 (1) 2018

EDITORIAL

Welcome to Volume 2 of *Reference Competencies for the Modern Librarian*.

Reference librarians across library sites are responsible for delivering baseline subject knowledge in a range of disciplines. Your reference subject expertise is required for both face-to-face and digital. Ask a Librarian reference services.

Use this site to build your expertise in key competency areas, both subject specific and generic. Over time you can become proficient in all of areas (if you are not already).

The 2015 volume is a refresh of the last and sends a challenge to all reference professionals working at RMIT University Library. This year we would like you to set a goal in your work plan to complete at least one of the subject competencies listed on the site. Make sure you claim a button after you complete the online training. Library site managers will be notified of your completion when you claim each button.

The site also has the option to provide feedback. I would really love to hear your comments as we continue to develop and build the reference competencies site.

Enjoy!

Tanya Bramley, Strategic Manager for Reference Services

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- MY BUTTONS
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- GIVE FEEDBACK
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- ARCHITECTURE & DESIGN
- BIOMEDICAL, HEALTH & NURSING
- BUSINESS
- ENGINEERING
- FASHION & TEXTILES
- HUMANITIES AND SOCIAL SCIENCES
- LAW
- INTERDISCIPLINARY COLLECTIONS
- CORE REFERENCE COMPETENCIES
- ASK A LIBRARIAN
- AV & STREAMED

RMIT UNIVERSITY

Library and Student Success

Search this site

The Times

SERVICES

Library Quest competition We have recently finished our Library Quest competition and have two winners of the \$500.00 Coles Myer gift vouchers who will be announced shortly. Feedback from the quiz was ...
Posted Apr 27, 2016, 9:37 AM by Charles Barnett

SLC Student Programs Update #4 Maths and statistics exam preparation Our maths team will be running maths and statistics exam preparation workshops during SWOT VMC week. Monday 28 May to Friday 1 June. For information ...
Posted Apr 27, 2016, 6:44 AM by John Fong

Stationery vending machine for Swanston Library Property Services will be trialing a stationery vending machine for a 6 month period. The vending machine will be located in Building 10 Level 6 in the unsecured Library space ...
Posted Apr 15, 2016, 4:59 PM by Stephen Gleaves

RESOURCES

LibrarySearch stats: March 2018 Business based searches were popular in March with a variety of business based searches topping the Top 20. Please see below for the Top 20 searches and Top 10 zero ...
Posted Apr 5, 2018, 1:35 PM by Amelia Rowe

LibrarySearch indexing updates Working with staff from LR&A and CD&R some changes have been made to the LibrarySearch indexing of RMIT records coming from Alma. These changes are designed to improve ...
Posted Mar 15, 2018, 12:23 PM by Amelia Rowe

LibrarySearch stats: February 2018 With Library quest under way the search for meteorite collision has worked its way to 4th spot sitting a short distance behind the ever popular lynda.com in 3rd place ...
Posted Mar 2, 2018, 2:50 PM by Amelia Rowe

Showing posts 1 - 3 of 93. [View more](#)

FUTURE?

Experienced staff – digital CX experience.

Re-configure the front facing physical services.

Re-configure the chat service.

Extended chat services.

Flexible service provision – working from home.

Further integration and positioning into our online services.

Library initiated chat.

ChatBots and personal assistants – what impact?