POWER LIBRARY
PENNSYLVANIA'S ELECTRONIC LIBRARY

Manage All Your Reference Needs using QuestionPoint with Ask Here PA

Cindy A. Pitchon
Ask Here PA Coordinator
pitchon@hslc.org

POWER LIBRARY
PENNSYLVANIA'S ELECTRONIC LIBRARY

Ask Here PA

- Fast facts:
  - Funded by PA Dept. of Ed., Commonwealth Libraries
  - 24/7 live chat reference service
  - Free for all PA residents
  - 70% of users K-12 during school year
  - 12% of users college students

Public Libraries Contributing Staff to Ask Here PA

- Allentown PL
- Bethel Park PL
- Bethlehem Area PL
- Bucks County Free Lib
- Cambria County Lib
- Carnegie Lib of Pittsburgh
- Chester County Library
- Dauphin County Lib Sys
- Delaware County Lib Sys
- Eastern Monroe PL
- Easton Area PL
- Franklin County Lib Sys

- Free Lib of Philadelphia
- Hamlin Memorial Lib
- Lancaster PL
- Margaret R. Grundy Memorial Library
- Montgomery County – Norristown PL
- New Castle PL
- Penn Area Library
- Reading PL
- Scranton PL
- State Library of PA
- Upper Merion Township Lib

Academic Libraries Contributing Staff to Ask Here PA

- Albright College
- Bucks County Community College
- Chestnut Hill College
- Delaware County Community College
- Duquesne University
- Harrisburg Area Community College
- Holy Family University
- Kutztown University
- Immaculata University
- La Salle University
- Lackawanna College
- Lancaster Bible College
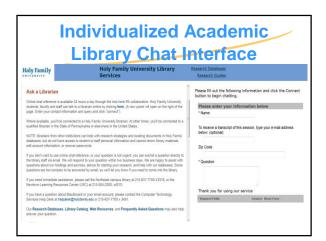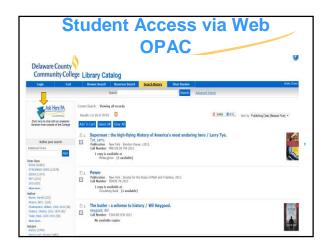- PA College of Art & Design

Ask Here PA Software

- Question Point web-based software from OCLC
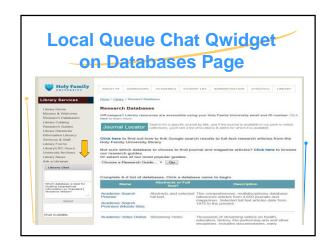 - A complete reference management system, integrating chat, email, and chat widget (Qwidget)
  - Qwidget works with mobile devices
  - Texting with Upside Wireless or Mosio Text-a-Librarian
  - Public, Academic, Local Queues
  - 24/7 live help through membership in Reference Cooperative

Highlights of QP Software

- Policy pages
- Scripted messages
- Chat interface available in any language
- Instant messaging with other QP staff
- Ability to transfer active session
- Follow-up by participating libraries
- Statistical reports by librarian
- Statistical reports by institution

Public/Academic Chat Links via POWER Library Portal

Public Library Qwidget

Individualized Academic Library Chat Interface

Student Access via Web OPAC

Local Queue Chat Qwidget on Databases Page

Academic Library with QP Qwidget

**College Student Access
Ask Here PA Website**

QP Staff Chat Monitor

Active Student Chat Interface

What Happens?

- 5 – 20 minute Chat conversation
- Provide information and/or show student how to find answers for future use.
- Staff tools =Your OPAC, Your library resources, POWER Library, Access PA, Your catalog, Credo Reference & the open web
- Follow-up

After the Session

- Student Completes Chat Survey
- Chat Transcripts reviewed for quality assurance by local Ask Here PA administrators and OCLC QP Quality Control
- Optional e-mail delivery of transcripts to students/patrons.

QuestionPoint Statistics

- Stats captured by unique Ask Here PA link provided to contributing libraries
- Daily/Monthly Report by Librarian (# of Sessions Handled)
- Daily/Monthly Report by Institution
  - # of Chat Sessions Requested
  - # of Chat Sessions Requested via Qwidget
  - # of Answers Sent
  - # of Answers Sent via email

Link to Ask Here PA

- Every library can link to Ask Here PA
- Linking instructions are available online at http://www.powerlibrary.org/librarians/live-chat-reference/linking-to-chat/

Ask Here PA Requirements

- Must staff 3 to 5 hours per week (this requirement is flexible)

  - 24/7 Academic Cooperative must be covered one hour per week by each participating academic library
  - Ask Here PA Public Queue must be covered one hour per week by each participating academic and public library

Ask Here PA Course

- Understanding & Promoting Ask Here PA
- 3 Act 48 credits

http://www.powerlibrary.org/librarians/get-training/online-training-courses/

Your Students

- We love them!
  - …but not all at once
- Limit simultaneous logons
  - Stagger logon times
  - Pair them up into groups
- We help with school related work and research, but…
  - We don't do "solve for x" or reading comprehension

During Chat

- They can tell us what they know already
- Patience is…
  - Not logging in again because you want it faster
  - Understanding research can take time
- Provide an e-mail and we can send more!

Lesson Plan for High School

- A Good Question Gets a Good Answer
  - askherepa.org/lessons/goodquestion.htm

A Good Question Gets A Good Answer:
A Standards Based Lesson Plan for Using Ask Here PA

Information literacy 9-12
Time required 40 minutes.

The Big Ideas:
Essential Understandings:

- Defining how to ask a question is key to effectively and efficiently researching the answer.
- Information for an academic project should be authoritative and reliable.
- Success in college depends on students being able to adequately define information needs and locate authoritative information in a timely and competent way.

Essential Questions:

- How do I narrow a topic?
- What do I need to know?
- What do I want to know?
- What do I know already?
- What reference help is available to me "after hours"?
- How do I use the help available to me?

Lesson Materials

A Good Question
Gets a Good Answer

Question Rubric

Sample Immigration

Blank Template for 5 W's

Fill in Form for 5 W's

Lesson Plan developed by
Charmaine Gates,
Archbishop John Carroll
High School

We are Socially Inclined

- http://www.facebook.com/pages/Ask-Here-PA/148629061859944
- http://twitter.com/askherepa

Ready-to-Go Presentation

- In PPT and PDF

Questions?

This project is made possible by a grant from the Institute of Museum and Library Services as administered by the Pennsylvania Department of Education through the Office of Commonwealth Libraries, and the Commonwealth of Pennsylvania, Tom Wolf, Governor. © 2015

Hosted by HSLC