



Ask Here PA!

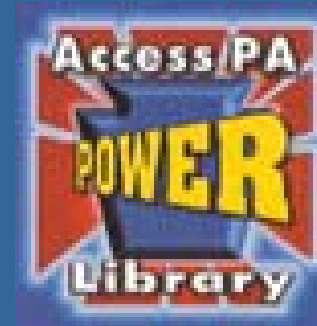
Statewide Live Chat Reference for Pennsylvania

www.AskHerePA.org

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HSLC/Access PA
TCLC Spring Program
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About Ask Here PA!

- Ask Here PA! is a service of the Office of Commonwealth Libraries, Pennsylvania Department of Education
- Managed by HSLC/Access PA



Ask Here PA!

- Statewide live chat service
- All libraries in PA are encouraged to contribute staff
- Public and Academic Queues
- Free service for all residents of PA

Why a Live Chat Reference Service?

- Declining reference desk statistics
- More library resources migrating online
- Users turn to Internet to find information
- Synchronous – meet users at their point of need
- Meet expectations and offer better service to a 21st century customer

The Plan

- Virtual Reference Committee
- Selected OCLC's QuestionPoint software in March
- Trial period starting July 2006
- Statewide implementation Fall 2006
- Provide 24x7 live chat service Fall 2006

Other Statewide Services

- NJ – QandANJ
- Ohio – KnowItNow
- Maryland – AskUsNow
- Colorado – AskColorado
- Mid-Atlantic Regional Cooperative (NJ, MD, DE and PA)

Benefits to Your Patrons

- Provide library service beyond your library hours and your library walls
- Meet your patrons online when they need search help the most
- Offer statewide support for patrons' information needs

Benefits to Your Library

- Add a new library service in a cost effective way
- Be part of an innovative and popular service
- Reach new patrons and improve service to current patrons
- Add a new reference statistic that counts in online times

Benefits to Your Staff

- Offer cutting-edge reference skills for library staff
- Improve staff reference skills through training, mentoring, and collaboration
- Connect with hundreds of reference staff throughout Pennsylvania

Benefits of Collaboration

- Sharing a system enables libraries to offer a service that most could not provide independently
- Share the wealth of PA's reference expertise
- Maximize valuable staff time and resources
- Extend the reach of library services
- Staff training and professional development

QuestionPoint

- Live chat
- Co-browsing
- E-mail management system
- 24/7 Cooperative



For Participating Libraries - Whose Patrons Am I Helping?

From the Academic Queue:

- Your patrons
- Academic patrons statewide

In the future:

- Academic patrons nationally

How Does Your Library Participate?

1. Complete application and agreement form
2. Assign Site Coordinator
3. Get trained
4. Staff the service
5. Promote the service



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Questions?

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