
Chat Easy: Improvements to Answerland Resources for Librarians

Clare Sobotka
Linn-Benton Community College Library

Joanna Milner
Multnomah County Library



A statewide collaborative information service that connects Oregon residents with library information professionals 24/7.

Answerland's goals:

- To provide quality online reference service to all Oregonians.
 - To provide workers in Oregon libraries the skills and tools to deliver online reference service.
-

Answerland Quality Team

- Provides best practices and tips for a quality reference experience.
- Manages the mentoring program for new Answerland librarians.
- Recognizes quality digital reference work.

Answerland “For Librarians” pages now libguide

- Cleaner
- Many stand-alone documents now centralized
- New training modules created by Tamara Ottum
- Better single stop for resources

The updated Best Practices:

<https://libguides.osl.state.or.us/answerland>

Updating Best Practices

- Combed documentation that existed on our website or QuestionPoint's: Wiki pages, links, PDFs, training docs, etc.
- Looked at BP from other libraries and organizations
- Decided to add citations so others could see where we drew from, and gave it Creative Commons license
- Structured sections by our Rubric for Quality Chat Reference, and additional examples
- **Updated Rubric to reflect an additional core principle of a quality chat**
- Expanded situational tips for ethics and mitigating microaggressions

Next Steps

- Getting the word out to Answerland librarians and volunteers
- Eliciting feedback
- Keeping the information up-to-date

For Quality Team:

Finding new ways to recognize excellent chat interactions. Suggestions? Stop by the Answerland table in the lobby.



Thank you for listening!

Contact us at:

Clare Sobotka

sobotkc@linnbenton.edu

Joanna Milner

joannam@multcolib.org