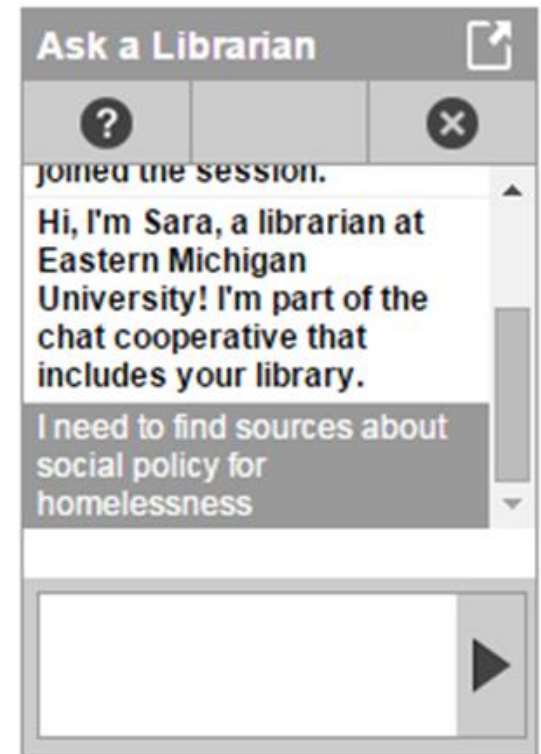# Virtual Reference as Service: Addressing Patron Well-Being and Self-Efficacy

Lisa Klopfer & Sara Memmott

Eastern Michigan University Library

SEMLOL Spring Meeting

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Virtual Reference

- Chat: live, person-to-person

- Research Help Now: Michigan academic chat cooperative

- 24/7 Academic Cooperative: nationwide, and a few international libraries

Ask a Librarian

joined the session.

Hi, I'm Sara, a librarian at Eastern Michigan University! I'm part of the chat cooperative that includes your library.

I need to find sources about social policy for homelessness

Hello I am trying to find
an article on prevention
of alcoholism

I need assistance with pulling
an online book

I am looking for the books on the history of Mackinac Island Fudge.   Internet information is prohibited for the project.

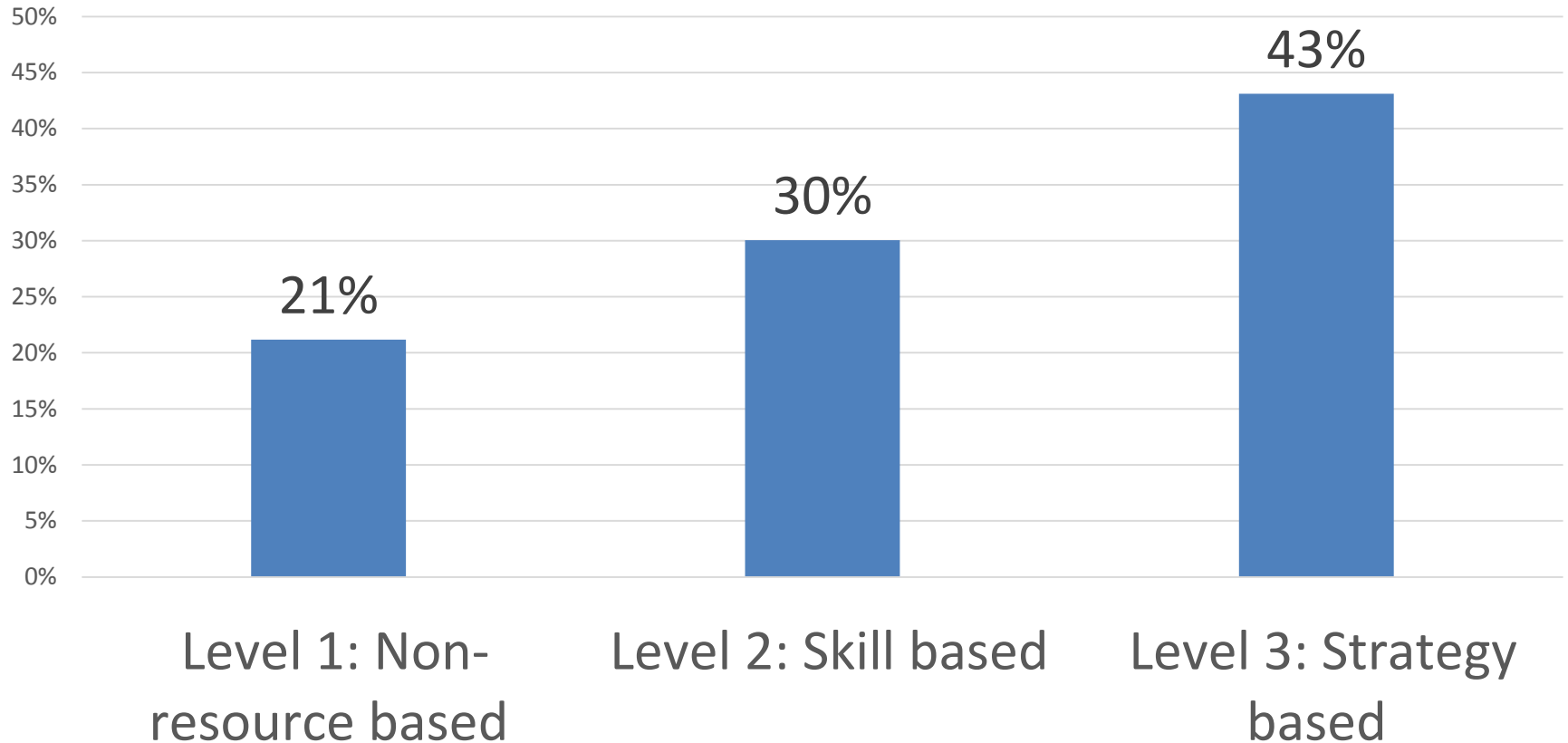I need help to do my persuasive speech

Whats my password?

I have been working on this for hours and I really need help

what is you life like there?

I am having a hard time

Where can I start?

EMU Chat Questions by Level, 2013-14

SUPPORTING PATRON WELL-BEING

I NEED YOUR HELP

what's a database?

I need an article that makes the exact argument I intend to present in my speech

What's the textbook for my class?

Historical newspapers… genealogy … statistics

…choosing a topic

P: I NEED YOUR HELP

I have an assignment, essay revisions (2), that are due TOMORROW. I was able to finish the first one, but the other one I can't due to that fact that it is incomplete and not graded. What should I do?

L: Okay, I am not sure how I can help. Do you need writing assistance or research?

P: It's assistance in LIFE. I need advice PLEASE :(

L: Well, I guess you need to talk with your professor and explain that you do not have your assignment done and why. If you are feeling overwhelmed with school you might also want to contact xx counseling services. Information is here: http://www.xxxx/caps/

P: What would you do if you were me?

L: Honestly, can not do this online. You sound like you need to speak with someone in person, and I highly recommend that you contact the counseling folks tomorrow AND talk with your professor.

P: i have been trying to locate four journal articles for the last hour

P: to no avail

L: Are you searching on a topic, or do you have four titles that you're looking for?

P: i have four specific titles that my professor wants us to read

...

L: I recommend using the Library One Search, and then clicking on the "Advanced Search" link.

P: i was sent that ten mins ago

P: nothing pulled up

P: ive done all of those things

L: Okay, then give me one of the articles and I'll see what I can find.

...

[Librarian provides search instructions]

P: And thats under advanced search for journals?

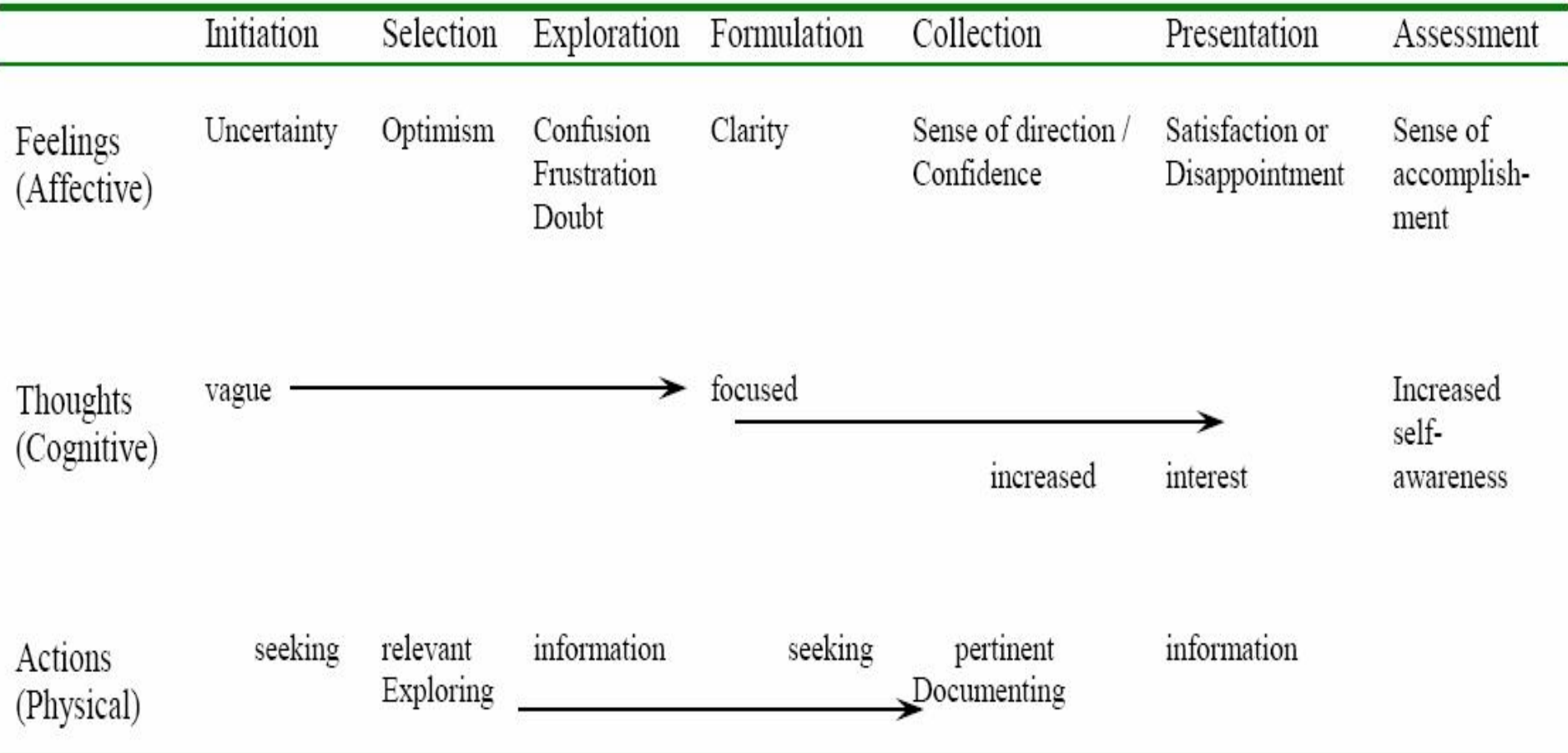L: Yes. Start here: http://xxx.serialssolutions.com/ and click on "Advanced Search."

P: ok i found the first one

L: Good. I'll hang around and we'll see if all the others come up, too.

...

SUPPORTING SELF-EFFICACY

Model of the Information Search Process

	Initiation	Selection	Exploration	Formulation	Collection	Presentation	Assessment
Feelings (Affective)	Uncertainty	Optimism	Confusion Frustration Doubt	Clarity	Sense of direction / Confidence	Satisfaction or Disappointment	Sense of accomplish-ment
Thoughts (Cognitive)	vague ⟶			focused	⟶		Increased self-awareness
					increased	interest	
Actions (Physical)	seeking	relevant Exploring	information ⟶	seeking	pertinent Documenting	information	

(Kuhlthau, 2004, p. 82)

P: Hi! ….

Hi! What is a good topic for health?

Hi! Which database should I use for nonverbal communication?

(Uncertainty? Optimism?)

Hi!   where do I get the articles on importing rare wood?

Hello. What books to you have on the history of Mackinac Island fudge!?

(optimism – warranted and otherwise)

I've been researching for days … my teacher say I din use the right kind of artical

… where are your peer reviews? …. I can't find anything on my topic

(confusion, frustration, doubt)

Hi! I need a book from interlibrary loan

Hello. how do I track down this citation?

(sense of direction, confidence)

this is cool! …. Awesome!

  …. Thats exacly what I was lookin for

(satisfaction)

  I can't believe there's no research on Mackinac Island fudge!

 (disappointment)

EFFECTIVE VIRTUAL LIBRARIANSHIP IN PRACTICE

P: Hi, I have a question! What is a journal? Is is appropriate for academic research paper?

L: Hello! I'm Pat, a librarian at X. I can help you when your librarians are not available.

P: Hello!!! I'm Mei

L: Hi Mei! Is this your first time writing an academic research paper?

P: Yes!

L: Ok. [Librarian explanation of journal]

P: Oh I see!!! Can I find the journal through database search?

L: Yes, you can find journal articles through a database search. Do you know where to find the databases available at your library?

P: I know where is it.. but many kinds of database is there.... I am confused

L: It can be confusing. Some of these databases are subject-specific...

...

L: Do you have enough information to get started on your own, Mei?

P: Yes Sure!!!!!! Really thank you for your help!

L: You're welcome! Good luck with your paper!

P: I can't find this book by applebuam.

L: did you check the catalog?

P:[logs out.]

P: I can't find this book by applebuam.

L: I'd be glad to help – do you mean applebaum?

P: yes

L: let's try the catalog search – the spelling really matters here – let's use the 'advanced search…. [gives directions]

P: GOT IT!

VR Communication Problems

Conversational analysis found communication problems, including:

- Use of ambiguous terminology.

- Difficulty of providing and following instructions when the librarian and patron are not in the same physical space.

- Differences in expertise between librarians and library users.
  (Koshik & Okazawa, 2012)

Virtual Reference Addressing Well-being and Self-efficacy

Building on Kuhlthau's paradigm by adding awareness of:

- Emotional aspects of communication

- Social aspects of communication (saving face, turn-taking, negotiating roles)

- Cultural aspects of communication (politeness, respect, humor, idiom and speech levels)

Virtual Reference as a Service

Information

Well-Being

Self – Efficacy

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Thank You!

Your Questions and Comments please….

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Lisa Klopfer lklopfer@emich.edu

Sara Memmott smemmott@emich.edu