



## Librarian's Online Manual

### News and Announcements

- 8/13/03 **Help our new libraries get up to speed** before their big day on September 8th! Please participate in their Structured Practice Period. If you can volunteer a hour or two as a practice customer, email Marianna <sweet@sjrlc.org> your availability during the week of **August 25 - 29, Monday thru Friday 10 AM - noon**. To participate, [click here](#) for the Structured Practice page.
- 8/12/03 New LSSI/Tutor.com Virtual Reference Toolkit Customer Support contact information. [Click here](#).
- 7/21/03 **Welcome** to Q and A NJ's newest participants, UMDNJ-Newark Smith Library and Middlesex County College! These two libraries start with Livingston Public Library and Centenary College on September 8th.
- 7/10/03 New Scheduling Procedures using WebEvent Calendaring Software start September 8, 2003. [Click here for more information...\*\*New Schedule Calendar FAQ\*\*](#) page.

### Participating Libraries Information

[Participating Libraries at a glance](#) (phone, homepage, web catalog, online resources, email...)

[Participating Library and Project Contacts](#)

### Technical Support

#### **Training and Practice Page**

[How to reserve a practice question queue](#)

[Yahoo! Calendar](#) - *use to reserve practice queues; see Training and Practice page for instructions*

[Competencies Checklist](#)

[Troubleshooting Guide](#)

[Windows Tips](#)

[Frame-busting and Other Problem Web Sites](#)

[Customer Internet browser requirements](#) - *posted on QandANJ Tips page*

[Direct link into LSSI server](#)

## System Overview (Version 2.5 Basic)

**Configuring your computer for VRT** - *this is User Manual Ch. 2 (522 Kb PDF file)*

**Configuration and Training Manual** - use *librarian and patron logins* on Training and Practice Page (1 Mb PDF file)

**User Manual** - *chapters have now been extracted into separate files*

Recovering from a Disconnect and Browser Problems

Librarian Monitor Guide

Secure Web Transcripts (PDF)

Multiple Inbox Tutorials: PowerPoint presentation; PDF document (457 Kb file) - *see also User Manual Chapter 11*

## Materials Sharing

Short Tip Sheet

Long Tip Sheet (PDF)

## Tips for sharing of subscription databases

EbscoHost, Electric Library, ProQuest Direct, Reference USA, Newslibrary, and Wilson Databases

Ebsco Settings for Sending Citation/Abstract List Only (PDF)

## Phone and email support for technical problems

Marianne Sweet, Project Coordinator:

9 am - 5 pm EST, Mon - Fri: 856-346-1222

email: [sweet@sjrlc.org](mailto:sweet@sjrlc.org)

LSSI/Tutor.com customer support:

10 am - 6 pm EST, Mon - Fri: 888-888-6726 ext. 207

6 pm - 10 EST, Mon - Fri and weekends: 301-399-4331

email: [vrssupport@tutor.com](mailto:vrssupport@tutor.com)

Support Options in Project Staff's Absence

## Q and A NJ Service Guidelines

**Quick Service Tips:** How do I... (referrals, hand-offs, open questions...)

Reference Session Evaluation Checklist

The 7 Habits of Highly Effective Virtual Librarians

Decision Tree for Complex Questions or Time-consuming Research

Using the 'LiveRef' web space (PDF)

Scripted Messages and Resolution Codes

Service Policies and Guidelines (PDF) - *see [Quick Service Tips page for updated information](#)*

Tutor.com Live Homework Help Main Page

Chat Communication Tips (PDF)

Q and A NJ is open:

- 24/7
- Q and A NJ libraries staff the desk: M - Th 9 a.m. - 11 p.m., Fri 9 a.m. - 5 p.m., and Sat 10 a.m. - noon and 1 p.m. - 3 p.m.. The LSSI Web Reference Center provides coverage overnight and weekends.

**Q and A NJ is closed on the following holidays:**

Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

## Schedule

Q and A NJ Calendars (hosted by WebEvent) - [go here for Virtual Reference Desk](#)

*Schedule; beginning 9/8/03, go here to add and fill shift substitute requests - **see below***

**FAQ**

New Schedule Calendar FAQ

How to add and fill sub requests using WebEvent

Static Virtual Reference Desk Schedule (contains Summer Schedule)

## Ready Reference

**Union Catalogs:**

JerseyCat - *generic patron login--no password, just click GO button*

NJULS - *the New Jersey Union List of Serials*

**Subject Indexes and Portals:**

Ready Reference Links from Camden County Library

Virtual Reference Shelf by the Library of Congress

Geniusfind - *categorizes topic-specific search engines and databases*

Links to Frequently Asked Questions from DeskRef

NIH Health Information "portal"

HealthyNJ - *by UMDNJ for local and general info*

Legal Resources links via the NJ State Library Cyberdesk

RUSA/MARS Best Free Reference Web Sites of 2002 ([Click here](#) for previous years.)

**Magazine Articles:**

MagPortal.com

Find Articles

**Web Resources for School-age Children:**

Gale's Discovering Collection - *for password see Web Addresses drop-down list in your Librarian's Browser. [Click here](#) for screen shot.*

Kid's Tools for Searching the Internet

B.J. Pinchbeck's Homework Helper

Yahooligans

[Librarian's Index to the Internet](#)  
[Fact Monster from Information Please](#)  
[About.com](#)  
[Internet Public Library's Youth and Teen Divisions](#) (see links on homepage)  
[Searchasaurus on EBSCOhost](#)

### **Research Basics:**

[Fact Monster Homework Center's How to Write a Research Paper](#)  
[LibrarySpot's Writing a Paper](#)  
[Citation Style for Research Papers](#) (from Long Island University) - covers  
*APA, MLA, AMA, Turabian, Chicago*

### **Call Backs and Referrals:**

[Statewide Contract Libraries -- Topic Specialities](#)

### **LiveRef Web Space:**

The LiveRef web space at [groups.yahoo.com](#) can be used to suggest web resources to your Q and A NJ colleagues. [Click here](#) for instructions.

### **Virtual Reference:**

[Bernie Sloan's Digital Reference Pages](#) - includes *Digital Reference Question Logs*, actual questions and their ANSWERS that have been asked at digital reference sites  
[The Teaching Librarian's Digital Reference links](#)  
[Registry of Real-Time Digital Reference Services](#) - listed by type and other resources

Old links: [class links](#) through 2/02; [questions that are "in the news"](#) through 1/02

## **Staff and Project Access**

### **Participating Library and Project Contacts**

[Yahoo IDs](#)

[Discussion Group \(listserv\) Information](#)

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Support Options in Project Staff's Absence

## Project Management

[Meeting Minutes](#)

[Customer Comments](#)

[Marketing Resources and Ideas](#)

[Librarian Feedback Form](#)

[Blank schedule form](#)

[Samuel Swett Green Award Web Site](#) - *submit your virtual reference transcript!*

[Tutor.com Live Homework Help Main Page](#)

## Meeting Rooms

[Meeting Room Tutorial](#) (PDF - 355 Kb file)

[PowerPoint presentation](#)

[Meeting Room Portal](#) (Click here for direct URLs.)

## RefTracker - Integrated Request Management/Knowledgebase

[Screenshots handout](#) (PDF)

[RefTracker Light animated \(auto-paced and self-paced\) slide show tour](#)

[LSSI brochure](#)

[Features List](#)

[Difference between RefTracker and RefTracker Light](#)

[PowerPoint presentation](#) by LSSI

[Vendor \(Altarama\) web site](#)

## Art Work

[Q and A NJ Banner Ads](#)

[Q and A NJ Flyer](#) (PDF) - *to print best quality (including correct colors), choose "Print as image" print option in Adobe Acrobat Reader.*

[Live Homework Help Banner Ads](#)

[Live Homework Help Flyer](#) (PDF) - *see Online Manual's Live Homework Help page for more links to promotional materials*