


**QandANJ.org**




**New Jersey's Collaborative  
Virtual Reference Project**


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**By the end of this talk on  
QandANJ you will be able  
to explain:**

- What QandANJ is
- Why we're doing it
- How we're doing it.




**QandANJ... what is it?**



- Free, live help on the Web.
- Available 24/7.
- Approximately 4500 questions/month.


**QandANJ... what is it?**



- A collaborative project staffed by 46 libraries of all types (and 15 freelancers)
- QuestionPoint Collaborative for backup and overnight coverage
- QuestionPoint OCLC Software


**QandANJ... what is it?**

Managed by the  
South Jersey Regional Library Cooperative



**www.sjrlc.org**

**The Big Question...**



How do we keep libraries relevant??

- Are reference services relevant?
- Reference stats 1996-2006?
- Stats are way down. What do we do?
- What do people want? Need?
- Other questions?

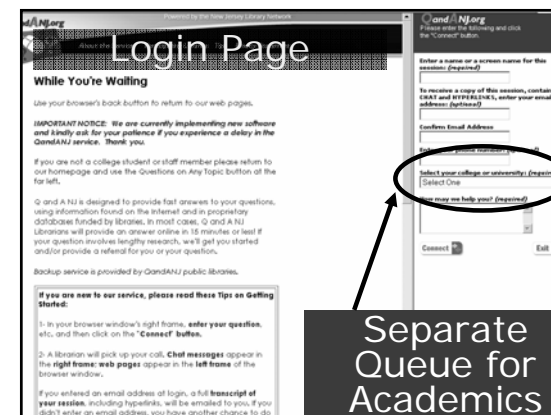


### QandANJ:

#### Basic premises



- Fast moving, experimental culture.
- Err on the side of customer service.
- Shared effort
- Offer strong support for libraries.



### QandANJ... Academic Queue



- The goal of our academic queue is to make it more likely that a college student will be helped by a college librarian.

### QandANJ... Academic Queue



- Everyone monitors academic and public Queues
- Academics will be routed academic calls
- Publics are routed public calls
- If academic queue is slow, academic librarians answer from the general queue.

### QandANJ...


*A little context please...*

*How many of you have been on the Internet within the past 24 hours?*




**QandANJ...**  
*Guess What?*

*So have our customers.*




**QandANJ...**  
 ...the times they are a changin'...

- We are all increasingly living our lives in cyberspace.
- In the world of Google, Webhelp and Lands' End, we must meet new expectations.
- We must go to where the people are.



**QandANJ...**




More detail on the timeline for creating QandANJ and how we run it is available in"

"Managing a Statewide Virtual Reference Service: How QandANJ Works," by Peter Bromberg. *Computers in Libraries*, April 2003

(linked from: [www.qandanj.org/tristate](http://www.qandanj.org/tristate))

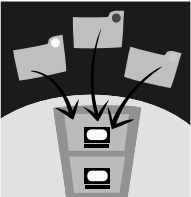
**We're Balancing Tech & Touch**



- Full Time Project Coordinator
- Face-to-face meetings/training
- On-Site Project Managers
- Online practice sessions
- Continual email & web contact

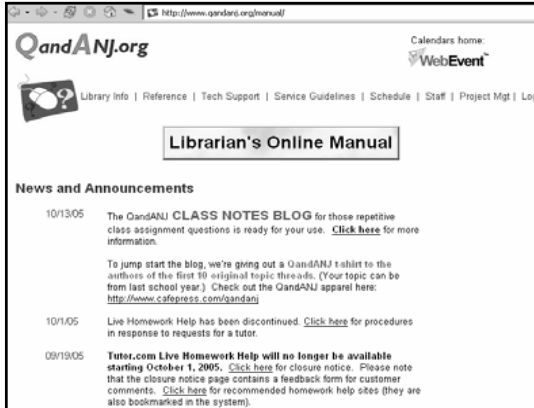
**We Use Web as a File Cabinet**

Online Manual: Everything's There!



- Tip sheets
- Meeting Minutes
- Ready Reference links
- Service Schedule
- Practice schedules

See: [www.qandanj.org/publicmanual.htm](http://www.qandanj.org/publicmanual.htm)



QandANJ.org

Calendars home: WebEvent

Library Info | Reference | Tech Support | Service Guidelines | Schedule | Staff | Project Mgt | Login

**Librarian's Online Manual**

**News and Announcements**

10/13/05 The QandANJ CLASS NOTES BLOG for those repetitive class assignment questions is ready for your use. [Click here](#) for more information.

To jump start the blog, we're giving out a QandANJ t-shirt to the authors of the first 10 original topic threads. (Your topic can be from last school year.) Check out the QandANJ apparel here: <http://www.cafepress.com/qandanj>

10/1/05 Live Homework Help has been discontinued. [Click here](#) for procedures in response to requests for a tutor.

09/19/05 Tutor.com Live Homework Help will no longer be available starting October 1, 2005. [Click here](#) for closure notice. Please note that the closure notice page contains a feedback form for customer comments. [Click here](#) for recommended homework help sites (they are also bookmarked in the system).

### Listservs Keep Us In Touch




**We use Yahoo Groups.**

- Participants
- Project Managers
- Freelancers
- Academic Libraries

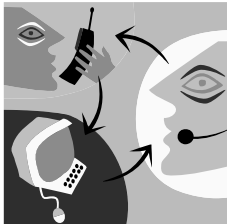
Closed lists: so we can be frank

### QandANJ: Training




- Project Coordinator does all of the training. Also offers on-site visits
- Print Manuals and class materials from vendor have been "re-purposed" (customized)

### QandANJ: Troubleshooting




- Q and A NJ Project Coordinator speaks directly with software vendor (Questionpoint)
- Q and A NJ Project Coordinator offers 1<sup>st</sup> line technical support
- Q and A NJ Project Coordinator follows up with vendor on tech issues when needed.

### QandANJ: Quality Control




- Library Project Managers receive copies of transcripts once a week.
- PM's can evaluate the work of their staff.
- Project Coordinator monitors transcripts

### QandANJ: Evaluation



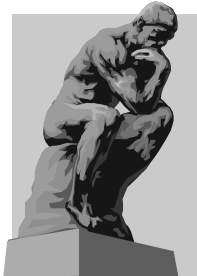
- System generated statistics tell us:
  - *How many service transactions*
  - *How many completed*
  - *How many referred*
  - *How many taken as call-back*
  - *How many "lost" calls*
  - *Wait times / Abandon times*
- Regular review of transcripts for quality assurance

### QandANJ: Evaluation



- Pop-Up Customer Feedback Form (gives us "reaction" level qualitative measurements)

A few last thoughts



James Rettig **writes...**

The trend towards interactive online reference, a tiny trickle today, will become a torrent tomorrow. They aren't coming to us; we need to go out to them.



Wayne Gretzky once said...

"I don't skate to where the puck is, I skate to where it's going to be..."



Wayne Gretzky also said...



"You miss 100% of the shots you never take."



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Headquartered in Gibbsboro, the South Jersey Regional Library Cooperative is an organization of over 600 academic, public, school and special libraries in the southern seven counties and is one of four library cooperatives in New Jersey.



THANK YOU!!!!

A complete copy of this presentation, email addresses and many other goodies, can be found at:

[www.qandanj.org/tristate](http://www.qandanj.org/tristate)