

Hello all,

Below find the transcript of the committee's April 2 virtual meeting.

We discussed possible questions for our Collaborative Practices Survey draft, and decided that we want approximately 10 questions, including one asking for the name of a collaborative teaching faculty member who can be contacted for a follow-up survey.

**\*\*Committee members should send their sample questions to Ramona for posting on WebCT by May 15.\*\***

We will then arrange for another virtual meeting using WebCT chat.

Some topics to consider when formulating your suggested questions:

Courses worked on collaboratively  
Course delivery method  
Content  
Effectiveness/Assessment  
Future plans

Also take a look at SurveyMonkey and Zoomerang (see transcript) before our next meeting.

BTW, we learned that Michele Behr is expecting a boy on May 12-so we'll also have to have a virtual baby shower!! Congratulations.

Thanks,

Michele

--

Michele M. Reid  
Director of Hoover Library  
McDaniel College  
2 College Hill  
Westminster MD 21157-4390  
410-857-2281 (Voice)  
410-857-2748 (FAX)  
[mreid@mcdaniel.edu](mailto:mreid@mcdaniel.edu)

This is a transcript of your Q & A Cafe online reference session.

Questions:

Janie-CSUMB: [Page sent - Instruction Committee Members: Distance Learning Section]  
<http://caspian.switchinc.org/~distlearn/committees/instruction/>

Janie-CSUMB: Hi Ramona!

Janie-CSUMB: Sharon, are you logged in?

Ramona Islam: Hi Janie. I'm waiting for everybody. Glad you're here.

Sharon Elteto: Yes, I am here!

Patrick Mahney: Hi, I'm here.

Janie-CSUMB: Hi Patrick and Sharon.

Michele: Hello, I'm Here. How is everyone?

Sharon Elteto: Fine!

Patrick Mahney: Fine Michele.

Medaline Philber  
t: Hi, I'm here.

Janie-CSUMB: Good!

Ramona Islam: Okay.

Michele: Tommie won't be able to join us--she's the only member who let me know she couldn't attend today.

Janie-CSUMB: There are 6 of us online so far.

Michele: Why don't we start discussing 24/7 while others log on. Has anyone besides Janie used 24/7 before for meetings?

Sharon Elteto: No, I haven't.

Patrick Mahney: We use LSSI for some reference and chat min-classes.

Ramona Islam: We tested the software here at Fairfield, but we haven't begun to use it ourselves yet. Right now, the 24/7 librarians are doing our online reference. We should be trained soon.

Sharon Elteto: We've just begun to use LSSI.

Janie-CSUMB: I have used both LSSI and 24/7--they are similar.

Sharon Elteto: I've used chat through WebCT.

Patrick Mahney: I think we've seen more interest in online chat as a good BI tool than a reference tool.

Medaline Philbert: No.

Patrick Mahney: We're looking into another product called Docutek.

Janie-CSUMB: Michele B just joined--hi!

Michele Behr: Just got logged in. This is Michele in Kalamazoo. We have Docutek. Been using it for a couple semesters.

Ramona Islam: We looked at Docuteks Digital Reference, but we had trouble with pushing our online catalog and other database pages with it. Maybe they've fixed it since.

Patrick Mahney: Michele, how do like Docutek?

Michele Behr: We like it pretty well overall. It's cheap and it does the basics. But yeah there have been some "bugs."

Patrick Mahney: Can you do classes with Docutek?

Michele: Do Docutek and LSSI both provide transcripts?

Michele Behr: We have not upgraded to the most recent version, so some things may be better in the newer version.

Medaline Philbert: We moved from Convey to LivePerson since usage was very low by students. Since the switch, there have been more calls this semester than the entire time we had Convey.

Janie-CSUMB: LSSI does

Patrick Mahney: Yes, I think.

Ra

mona Islam: Docutek's ERes electronic reserves package is great, but that's not instruction.

Michele Behr: Yes, you can do classes with Docutek, but I haven't tried it yet. The most students I've had at once was 3. That worked O.K.

Michele Behr: Yeah, Docutek does transcripts-- though that's one of the things we've found to be unreliable.

Janie-CSUMB: If you're going to Charlotte, I'm doing a presentation on using 24/7 software for instruction

Patrick Mahney: I tried a test run with Monica Craig in Troy and I was the librarian. It did not go well for me at all, probably because I use phone lines.

Michele: Janie,  
I can't make Charlotte, but would like to see your handouts, if any.

Sharon Elteto: So would I.

Michele Behr: Yeah, the Eres part of Docutek is working out well here too.

Janie-CSUMB: Sure--they're still "in process"

Michele Behr: Yes, handouts here too! Maybe you could post them to WebCT?

Ramona Islam: Janie, I'd like to see your notes, too.

Janie-CSUMB: Will be glad to share

Patrick Mahney: Ditto for me please.

Ramona Islam: If you send them to me, I'll post the handouts to WebCT.

Michele: Yes, we should post. What about sending web pages and forms on 24/7 vs. the others?

Ramona Islam: Our Ref department reviewed several digital ref packages, and by far, our favorites were LSSI and 24/7.

Michele Behr: Yes, but LSSI and 24/7 are a lot of money aren't they? That's most of the reason we went with Docutek, I believe.

Sharon Elteto: Oregon is purchasing (I think) LSSI consortially.

Patrick Mahney: Docutek is a lot less. That's why we are looking to switch.

Janie-CSUMB: It varies. I can see all your connections. It looks like Medaline and Ramona may not be able to see a web page? Is that so?

Ramona Islam: I think 24/7 was very reasonable, while LSSI was the expensive one. I'm not the one dealing with payment, however.

Michele: Some MD libraries are purchasing LSSI....

Janie-CSUMB: LSSI is much more expensive than 24/7

Ramona Islam: Oh! I didn't realize you were pushing Web pages. All I can see is the DLS Instruction Section Members List to the left.

Patrick Mahney: That's all I see too.

Sharon Elteto: Me too.

Michele Behr: A lot of libraries in MI are suing Docutek, but as far as I know there's no consortia purchase or statewide project-- I wish there was. We're having trouble staffing here. Is that an issue for you guys? Everyone thinks they have enough to do already and don't see the need to do the chat service-- despite the fact that stats are going up.

Janie-CSUMB: I'm not sending anything right now. If I were to start cobrowsing, Medaline and Ramona say "B" for Basic, which means they wouldn't be able to see the webpages

Michele Behr: Ooops! I didn't mean suing-- I meant USEING Docutek...

Patrick Mahney: Michele, that's a huge issue. We need to extend our hours but we don't have the staff.

Ramona Islam: Why are libraries suing Docute

k? I've always found they are very helpful, service-wise-- very responsive.

Patrick Mahney: Too late Michele, Johnnie Cochran is visitng you.

Ramona Islam: Typos are certainly an issue in communicating via chat. Ha Ha!

Janie-CSUMB: we've just seen one of the ways chat can misfire!

Michele Behr: Yes, exactly. We're having trouble doing 16 hours a week. Those of us doing it now are "volunteers." Others aren't interested and/or say they're too busy.

Sharon Elteto: Ha, Ha.

Michele: Maybe we can push some pages at a later meeting...And staffing is a big issue here in MD (especially vs demand).

Michele: Yes, we should have a spell check!

Sharon Elteto: But typos are fun!

Michele Behr: All the literature says not to wrry about typos-- students sure don't!

Patrick Mahney: Types are a gas but they can get in the way during a class with 10 or 12 students.

Patrick Mahney: Just like the one I made!!

Sharon Elteto: Gas?

Patrick Mahney: Sorry, showing my age.

M

ichele: Do any of you also just have students email with a 12 hour turnaround for ref? That way, you still get the typos but not the real time.

Ramona Islam: As in, "what a gas!", meaning "funny"?

Sharon Elteto: Gas is always funny.

Patrick Mahney: Funny or cool.

Michele Behr: We don't have a gurantee for turnaround times on e-ref. We just say questions are usually answered in 24 hours.

Michele: Don't worry Pat, I got it so at least two of us have dated ourselves.

Ramona Islam: This method of communicating can be quite funny. We also offer email reference service here, which is asynchronous.

Patrick Mahney: Michele, that's pretty mcuh what we do.

Sharon Elteto: We guarantee a response but not necessarily an answer in 24 hours

Medaline Philbert: We have 24hrs for week day, and 48 hrs for holidays and weekends

Michele: Are most of the chat/email users off campus or on?

Michele Behr: Good thing we'll get a transcript of this. I feel like this is kind of frantic, and I'm not sure that I'm keeping up. I guess I'm showing my age.

Patrick Mahney: We only work with the off-campus at CMU-OCLS.

Sharon Elteto: This is the age of blitz.

Janie-CSUMB: hard to read, type and think at the same time

Ramona Islam: I may be the youngest among us, but it's not second nature for me either. Then again, I did learn to type on a REAL typewriter.

Michele Behr: We don't keep stats on whether users are off campus or on. My guess is that about a third of the questions come from off campus.

Medaline Philbert: chat is open to all both on and off

Sharon Elteto: We receive and respond to questions from all over.

Michele: For committee meetings, do you think this works well enough or is a conference call still better?

Michele Behr: We even get a lot of questions from students who aer IN the library looking for a book. They use the computer before they go to the Ref Desk!

Sharon Elteto: I like chat.

Janie-CSUMB: It's one of the issues we're addressing at ACRL--whether this medium works with all learning styles and kinds of questions

Michele Behr: Don't know yet. This is kind of cool, but a conf call may be more efficient?

Patrick Mahney: Michele, I am not sure. If it is something that covers vital information I prefer a teleconference.

Medaline Philbert: I manage the email reference, and based on statistics, most are from on-campus. Keeping stats shows an interesting picture such as who access the email ref services, international, librarians not, national, local, regional

Sharon Elteto: I think better at the keyboard than on the telephone.

Ramona Islam: I'd like to evaluate this meeting mode after we're finished, since then it will be easier to tell. However, the phone is probably more efficient.

Patrick Mahney: It's a good thing I don't talk like I type.

Janie-CSUMB: We can incorporate sharing documents or webpages into this kind of meeting

Michele Behr: Yes, that's a big advantage.

Janie-CSUMB: Ramona, does WebCT have a virtual meeting capability?

Michele: Maybe we can try those features next time?

Medaline Philbert: I may have missed the agenda, but based on the discussion, I gather the topic is chat reference?

Sharon Elteto: Yes, for those of us who are visual.

Michele: Agenda--using 24/7 and then the survey

Sharon Elteto: Webct has chat. I use it with my students.

Patrick Mahney: Is Webct expensive?

Ramona Islam: Yes, WebCT has the capability for a virtual meeting, or chat. My biggest aggravation with chat is the way the text suddenly jumps down the page when you're in the middle of a sentence.

Ramona Islam: I don't know the price of WebCT. Our University purchased the site license.

Michele: I agree with Ramona--and I don't think you can enlarge the page.

Sharon Elteto: One advantage with Webct is if you have a large class. You can assign different "classrooms."

Michele Behr: I think it's in the tens of thousands of dollars. In fact we heard that the price is going way up, and now they're thinking of switching to Blackboard.

Patrick Mahney: Different classrooms? Do you have more than one "seat" then?

Michele: We use Blackboard at McDaniel (the license was cheaper than WebCT)--but we also use to support classroom instruction

Medaline Philbert: So far, I find 24/7 ok. It's legible and there's a clear distinction between user name and text. Since I've been refreshed on the agenda, then this is on point. In addition, it's easy to scroll to view the last few responses.

Ramona Islam: They're virtual classrooms, and the instructor can see them all (in WebCT)

Janie-CSUMB: We have Blackboard here--CSU Monterey Bay--and like it pretty well.

Sharon Elteto: Our university has a license for WEbct and is considering a different vendor. Problem for people who have spend hundreds of hours developing a class

Michele: We may want to try chat on WebCT next--as we discussed at Midwinter.

Patrick Mahney: Good idea.

Sharon Elteto: Ok with me.

Ramona Islam: Sure. We can do that. (chat on WebCT next time)

Janie-CSUMB: Then we could use documents already posted there

Medaline Philbert: BB is cool too... the threaded discussion provides a visual image of the level of interest in a particular thread

Sharon Elteto: Sounds neat.

Michele: Should we try BB instead?

Ramona Islam: We're at the half hour mark. Should we switch to survey discussion? I only ask because I'm due on the Ref desk at 4.

Sharon Elteto: It would be interesting to see that product in action.

Michele: Just going to move us along.

Michele Behr: Yeah, I'm on "chat" at 3:45! Talk about information overload, huh?

Michele: For our survey, did everyone review the ft articles?

Sharon Elteto: Yes.

Ramona Islam: I need to re-read them, but they're all in a neat stack.

Michele Behr: Not all of them.

Patrick Mahney: I read most of them.

Michele: I suggest we start on possible questions for the initial survey to distribute after Toronto.

Janie-CSUMB: some but not all

Medaline Philbert: not all

Ramona Islam: That's fine w/ me (sugg. q's). I'd also like to offer the "Discussion" in WebCT for this. I can create a thread on this

topic, that way we aren't under the gun to think of everything on the spot right now. Our suggestions will be available for review and constant comment.

Michele: We probably want under 10 questions, including one asking for the name of a collaborating teaching faculty member who can be contacted for the follow-up survey (gee-too much typing)

Patrick Mahney: Michele, did you want us to come up with our own questions..

Sharon Elteto: That would be good.

Michele: Ramona, good suggestion.

Patrick Mahney: then send them to everyone to look over?

Ramona Islam: I like Patrick's idea.

Michele: I was going to suggest posting sample questions on WebCT, then test chat on it.

Ramona Islam: I also like Michele's idea.

Michele Behr: Did we decide on a paper survey or web? Kind of makes a difference on how many questions I think.

Sharon Elteto: Me too.

Janie-CSUMB: That sounds like a good plan

Michele: Either way.

Michele: Here are some general points we probably want to include.

Ramona Islam: Weren't we considering zoomerang? (Web survey)

Sharon Elteto: Perhaps both.

Patrick Mahney: Let's go with a web survey.

Michele: Which courses you've worked on collaboratively

Michele: Delivery method

Michele: Content

Sharon Elteto: OK

Michele Behr: Well yes, I think I posted the link to zoomerang after ALA didn't I. You can do a 20 question survey for free. Limit of 100 respondents.

Michele: Effectiveness/assessment.Future plans (still typing!)

Patrick Mahney: With 100, will that work for us?

Ramona Islam: possible Q: Do you help to plan curriculum? (worded better)

Sharon Elteto: Would you post that link again?

Michele Behr: For zoomerang you mean? It's just [www.zoomerang.com](http://www.zoomerang.com)

Sharon Elteto: Thanks

Michele: Edit via CT and then use zoomerang?

Sharon Elteto: Good

Michele Behr: I'd like to ask if the quality of the student work went up after the collaborative project. I guess that's basically assessment.

Ramona Islam: Edit via WebCT, and then use zoomerang-- sounds good.

Janie-CSUMB: [Page sent - Zoomerang]  
<http://www.zoomerang.com/Login/index.zgi>

Patrick Mahney: Michele, that's good as it gets to the heart of the matter.

Michele Behr: There are "templates" on zoomerang you have to use if you're not paying.

Michele Behr: O.K. Cool. From this page, click on membership options" and you can see what you can do for free.

Ramona Islam: I'm glad we're getting a transcript, to help us remember these ideas!--Wow! I received the zoomerang page on the left! I guess the transcript more than satisfies the minutes requirement for this meeting.

Michele: So shall I send an email to entire committee (along with this transcript) calling for suggested survey questions to be posted on WebCT.

Michele Behr: There are other web based survey products out there we might want to look into as well. I just have a little experience with this one.

Patrick Mahney: Yes.

Michele Behr: Yes, good idea Michele.

Ramona Islam: Yes to both ideas from both Micheles.

Michele: Once we have the survey draft, we can then run it by the Exec Committee, then decide delivery method?

Ramona Islam: Okay.

Patrick Mahney: Sounds good.

Janie-CSUMB: [Page sent - SurveyMonkey.com - The easiest way to create online surveys.]

<http://surveymonkey.com/home.asp?bhcd2=1049316174>

Michele: Hard to convey a lot via typing!

Sharon Elteto: My send button has been frozen for a while. I am in agreement with the suggestion.

Medaline Philbert: One of the survey products I heard mentioned at a meeting is Survey

Monkey, <http://www.surveymonkey.com/home.asp?bhcd2=1049316131>

Ramona Islam: SurveyMonkey wants me to give it cookies (enable). I thought they were enabled on my computer, but I've just had MS2000 installed.

Patrick Mahney: I see you must enable cookies. Is this something all participants must do and if so, can we rely on them knowing how to do that?

Janie-CSUMB: I just sent it to you

Janie-CSUMB: yes and maybe not

Janie-CSUMB: on the cookies, I mean

Michele Behr: It's late in the afternoon here. I'd like cookies too!

Michele: If we have to mid-May to work on questions and look at some of the survey sites, is this enough time for everyone? (Yes, cookies would be good, with Java)

Ramona Islam: Mid may sounds fine. That

Sh

aron Elteto: Yes.

Ramona Islam: 's about a month

Michele Behr: Well, I have a baby due May 12, but will try to do all I can before then.

Patrick Mahney: I think May will be okay.

Janie-CSUMB: The semester should be less crazy by then (famous last words)

Sharon Elteto: No excuses. Just kidding.

Michele: So, if someone has to go at 3:45, we'd better conclude-- congratulations, Michele!!!

Ramona Islam: That's wonderful, Michele!

Sharon Elteto: Boy or girl?

Michele Behr: Thanks guys. This one is a boy. Our daughter is 3.

Michele: Thanks to Janie for hosting and sending directions! Yes, we need to know if it's a boy or girl?

Patrick Mahney: Congratulations Michele.

Sharon Elteto: GREAT!!

Michele Behr: Still no idea on names. Any suggestions?

Michele: We'll have to send Michele a barrage of name book recommendations!

Ramona Islam: Thanks Janie, nice to meet with y'all virtually. I'll soon be preparing what we need on WebCT and I'll send you directions through email.

Sharon Elteto: I like Biblical names.

Michele Behr: My husband likes "Barnabus." But I just can not do that to a kid.

Medaline Philbert: Congratulations and its a wonderful time to give birth to enjoy summer!

Sharon Elteto: I agree on that one.

Janie-CSUMB: Great, it was fun and no one had major problems

Michele: Well, let's schedule another chat in about a month.

Medaline Philbert: What about Enoch - he was taken by God and didn't see death

Michele Behr: Yes, thanks for setting this up. It was fun.

Patrick Mahney: It was fun.

Michele: Thanks to all of you! Be emailing you soon.

Sharon Elteto: Yes. It was a gas.

Patrick Mahney: Okay.

Michele: BYE...

Janie-CSUMB: You all should get a transcript, if you entered your email right

Patrick Mahney: And far out!

Sharon Elteto: Bye

[Medaline Philbert - has disconnected]

Patrick Mahney: So long.

[Patrick Mahney - has disconnected]

[Ramona Islam - has disconnected]

[Sharon Elteto - has disconnected]

Michele: Anyone who doesn't get a transcript, email us and we can copy.

Janie-CSUMB: see you next month

[Michele Behr - has disconnected]

[Michele - has disconnected]

Janie-CSUMB: Note to staff: COMP

[Janie-CSUMB - user has closed this session]

-----

Please use our service often.

Michele Reid wrote:

Here is the agenda for our 3 pm (Eastern) meeting on April 2:

Chat introductions

24/7 for virtual meetings

Collaborative Practices Survey (you may want to review the documents Ramona has on the WebCT site)

Other?

Janie's directions to access the meeting are below and attached. BTW, I'd use Explorer rather than Netscape (the latter was problematic when we tested last week).

"See" you on Wednesday.

Thanks,

Michele