

Attendance:

Present: Jeannette Pierce (Chair); Anthony Kaiser, Tammy Flippen, Rebecca Hamlett, Rhonda Whithaus, Sharla Lair, Donna Bacon

Absent: Theresa Flett; Martha Allen

Introductions:

Members shared some basic information about work experience, experience with chat reference, and previous experience working on a MOBIUS Committee or Task Force.

Jeannette Pierce, Chair
Associate Director for Research & Information Services
piercejea@missouri.edu

University of Missouri-Columbia

As Head of Reference at Loyola University Chicago, participated in a shared virtual reference service organized by the Association of Jesuit College and University (AJCU) libraries. At the time, the service used Tutor.com. AJCU now uses LibraryH3lp.

Anthony Kaiser, Member
Emerging Technologies Librarian, University of Central Missouri
akaiser@ucmo.edu
Library uses LibraryH3lp.

Theresa Flett
Member
tflett@stchas.edu
St. Charles Community College
Post-meeting note: SCCC uses LibraryH3lp.

Tammy Flippen
Member
Reference Librarian
tammyf@thelibrary.org
Springfield-Greene County Library
Library uses LibraryH3lp during regular hours.

Martha Allen
Member
allenmh@slu.edu
St. Louis University
Post-meeting note: SLU uses LibraryH3lp.

Rebecca Hamlett

Member

Instruction/Archives Librarian

hamlett@william.jewell.edu

William Jewell College

Library used QuestionPoint self-hosting model for \$1500.00 per year as part of consortium, but dropped service because of percentage of questions that had to be referred back to the library. Students desire a 24/7 chat service.

Rhonda Whithaus

Member

WhithausR@missouri.edu

University of Missouri--Columbia

Offer chat services during regular hours using LibChat.

Sharla Lair

Ex-Officio

sharla@mobiustconsortium.org

Consortial Services & Training Coordinator

MOBIUS

Donna Bacon

Ex-Officio

donna@mobiustconsortium.org

Executive Director

MOBIUS

Charge:

Members reviewed the Charge: The MOBIUS Virtual Chat Reference Task Force will explore and assess various opportunities for consortia-wide participation in a virtual chat reference tool, as well as gauge member interest in participating in a shared virtual chat reference service. The Task Force will prepare a recommendation on whether to pursue implementation of a shared virtual chat reference service.

Questions to be addressed by Task Force

Note: For questions that can be addressed by the membership, we will send a member survey to Directors with a request to forward to appropriate individual for completion. Sharla and Rhonda will create a draft survey.

Members discussed questions that they would like to address and how to address the questions:

How many MOBIUS libraries already offer a chat reference service?

How are services staffed (hours, types of staffing)?

If providing a service, what aspects work well, what aspects work less well

If working with commercial providers, which ones?

Are they providing 24/7 services?

If not providing chat reference service, why not?

Is there any potential interest in participating in a shared chat reference service with other MOBIUS libraries?

If so, what hours would be the priority for a "shared service"; what features would be most useful.

What models and services are already in use by library consortiums which provide chat reference services? [Note – Sharla and Donna will send query to ICOLC list]

What is the best model for funding a shared chat service: consortium managed service with MOBIUS staffing; commercial service? What are the pros and cons of contracting as a consortium for a shared service vs. a consortium brokered model that allows member libraries to pay for chat reference services independently, but at a discount?

Is it necessary to be able to provide chat service providers with access to licensed resources at each campus?

Based on information gathered, does the Task Force want to recommend that the Board pursue a consortially managed chat reference service?

Proposed Calendar:

December/January – Survey membership (Sharla & Rhonda will coordinate); gather literature for lit review (all, Tammy will draft summary)

January -- Research services and costs related to working with a commercial service; schedule Webinars with known providers; perhaps meet with vendors at Midwinter?

Initial list to consider: LibraryH3lp, OCLC QuestionPoint, SpringShare, Refchatter, other? Donna and Jeannette will try to meet with a couple of vendors at Midwinter.

February – Vendor webinars scheduled and promoted to MOBIUS Membership; request feedback from attendees.

Sharla will coordinate vendor presentations and invitations to membership.

March – Research and document cost of MOBIUS managing and providing a service as a price comparison to commercial vendor option, including opportunity to work with SISLT. Document funding models for all options.

April – Prepare final report and recommendation; submit report and recommendation to MOBIUS Board of Directors by April 17th.

June – If the Board decides to further the recommendation it will be discussed and voted upon at the MOBIUS Membership Meeting.

Housekeeping:



Agenda of the
MOBIUS Chat Reference Task Force
Meeting
December 18, 2014, 2:00PM Online

Sharla will send a Doodle poll for a January meeting.
Sharla and Donna will create a shared document space for lit review.
We will begin looking for an in-person meeting time in Mid-March