Sharing Your Experience

Evaluating Transcripts

Read the chat reference transcripts that the trainers e-mail to you. Keep in mind the behaviors that are effective in face-to-face or telephone reference. Do these behaviors appear in the transcripts? Summarize your impressions of the transcripts, using these questions to guide you in writing your summary. Post your summary to the virtual reference training listserv.

- **What are your overall impressions of the service that the patrons received?**

- **Which of the transactions did you think was the most effective? Least effective? Why?**

- **What positive feedback would you give to the staff providing the service? What improvements would you suggest?**

- **Were there any opportunities for information literacy instruction? Did the librarians use these opportunities?**

- **What do you see that you want to remember when you are providing virtual reference services?**

- **How will you use the transcripts from your virtual reference service as tools for improvement?**