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Hello, I'm a Librarian from CWU: Promoting Chat Reference through Instruction

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Hello!

I'm a Librarian From CWU

**Promoting Chat Reference
Through Instruction**

Stacy Taylor & Elizabeth Brown

TRADITIONAL POINTS OF CONTACT

University 101

- Quantitative Impact

Research Fundamentals

- Qualitative Impact

WEB PRESENCE

Website LibGuides Primo

Orientation

ONE—
SHOTS

UNLV 101

Required for Incoming Freshmen

APPROX. 1300 STUDENTS

Orientation to
University Resources

Brooks Library partnered
with approx. 55 sections

Library Component

Canvas Content

In-person session

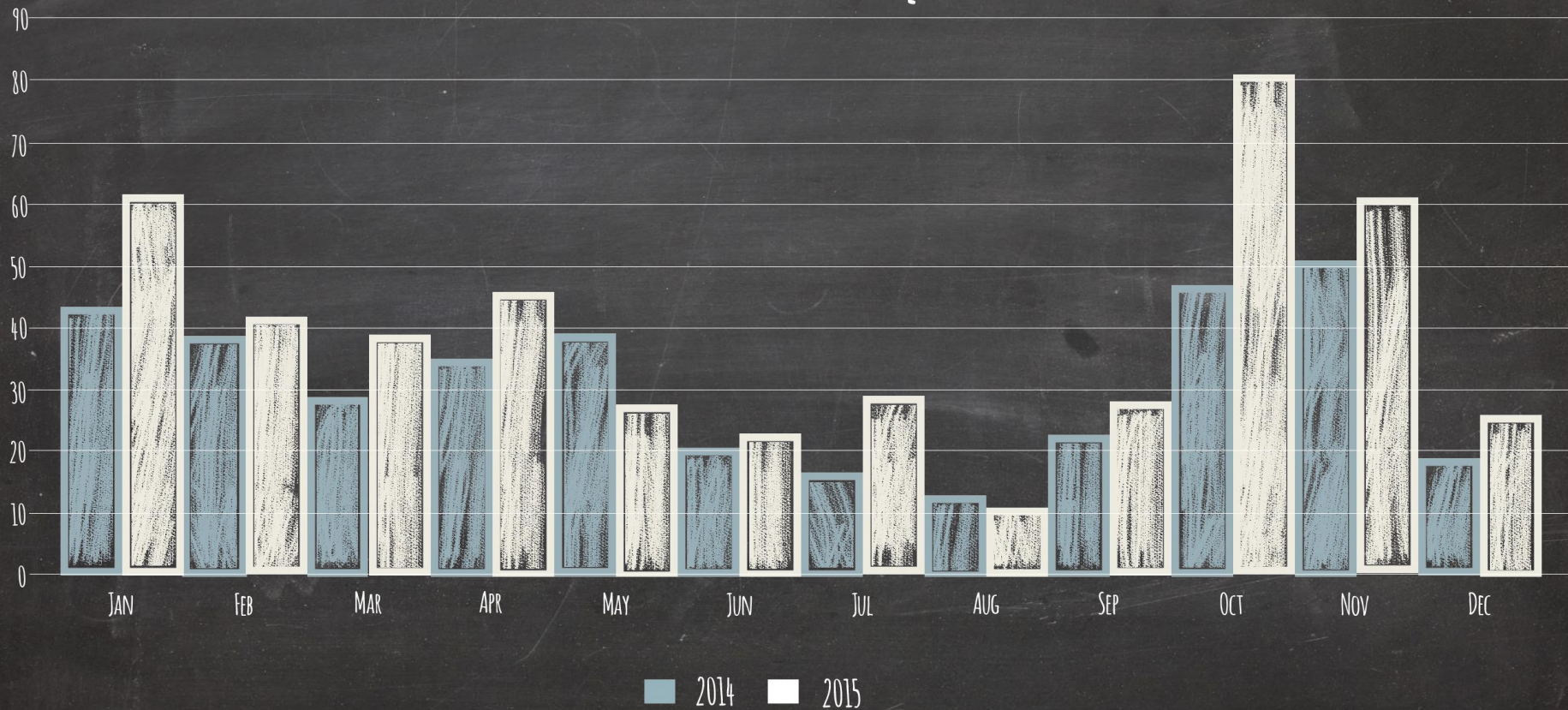
Post Quiz

TELL THEM WHAT YOU'RE
GOING TO TELL THEM.

Tell them.

Tell them what you
told them.

CHAT REFERENCE REQUESTS



Research

Fundamentals

1 Credit Online Class

Performing research at the university level

ADVANCED SEARCHING ASSIGNMENT

Create advanced search queries
using skills learned in class

USE CHAT REFERENCE

What terms and techniques did
the librarian use?

"FANTASTICALLY
HELPFUL."

"The librarian's search
yielded very good
results."

*"More direct
and precise."*

Chat

≠

Email

Make chat accessible and obvious

Use a variety of approaches to incorporate chat into instruction

