

# REFERENCE TOOLS

*ODIN Workday 2013*

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Librarian*



**VALLEY CITY**  
STATE UNIVERSITY

*#1 Public Regional College in the Midwest  
for the 2nd year in a row!*



# Overview

- Chat Reference
- Video Tutorials
- Online Research Guides
- Tracking Statistics

# Why Chat?

- Reduce library anxiety
- Provide another outlet for contact
- Offer point-of-need assistance
- Supplement to phone reference



<http://upload.wikimedia.org/wikipedia/commons/thumb/f/f6/Im-aim.svg/2000px-Im-aim.svg.png>

# Why Not?

- Limited user population
- May not justify expense
- May divide attention from in-person assistance

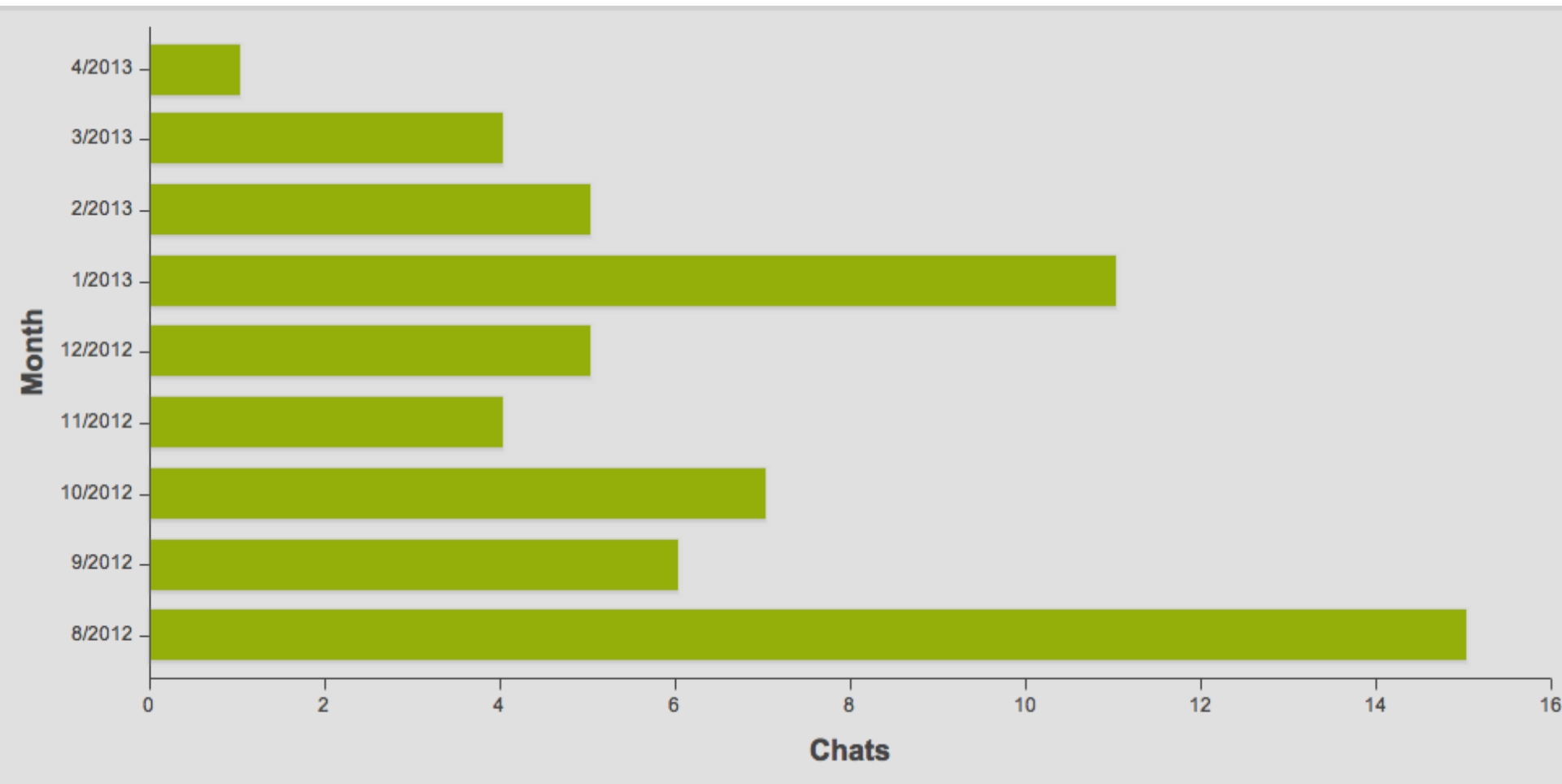


# Chat Reference Best Practices

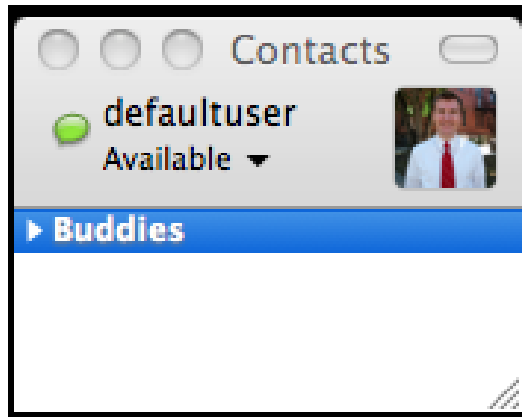
- Staffing and consistency are vital
- Not the same as email
- Maintain constant contact throughout
- Consider using a name (even a fake one)

# LibraryH3lp

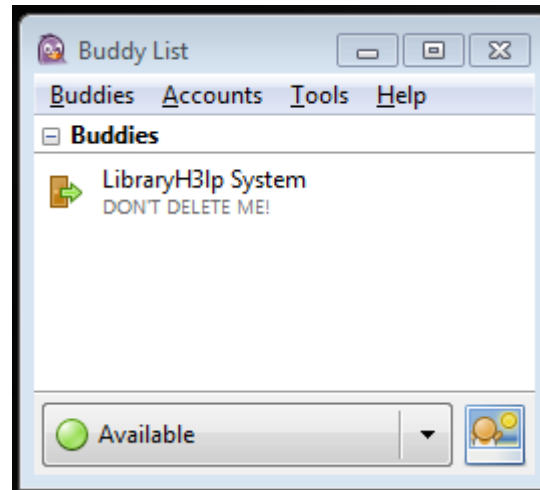
- Unlimited operators & widget modifications
- [Annual Pricing](#) model
  - Student FTE for Academic
  - User population for Public
- Optional SMS package
- Responsive staff
- Detailed reports/history



# Used with Client



Adium for Mac



Pidgin for PC



# Zoho Chat

- Unlimited operators
- Limited modifications to widget
- Web-based
- Chat history is available
- Totally free (so far)!

**sam\_vcsu**

Available

Search Contact

tuya\_enkhee  
Offline

dvjames007  
Offline

circ\_vcsu  
Offline

kristi\_vcsu  
Offline

All

**Good Morning, sam\_vcsu**  
Wednesday 10-April, 2013

Sign In to IM Network



?

**Select Background**

**Chat History**

**Embed Chat in your website**

**Live Support** ×

Connect your customers with your support executives.

**More** +

**Shoutbox** ▶

Allows your website blog visitors to interact with you instantly.

**More** +

**Live Chat** ▶

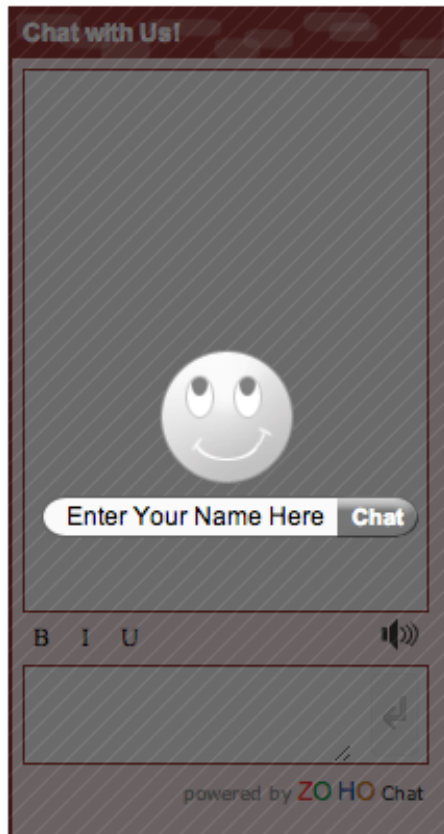
Allows one on one communication with your website blog visitors.

**More** +

Engage with your customers in real time

**LiveDesk**

# Comparing Widgets



# Video Tutorials



[http://upload.wikimedia.org/wikipedia/commons/a/a7/Video\\_1.jpg](http://upload.wikimedia.org/wikipedia/commons/a/a7/Video_1.jpg)

# Video Tutorials

- What do you need to say?
- Who will use this video?
- Has someone already produced this video?
- Where will you put this video?
- Is it worth the work?

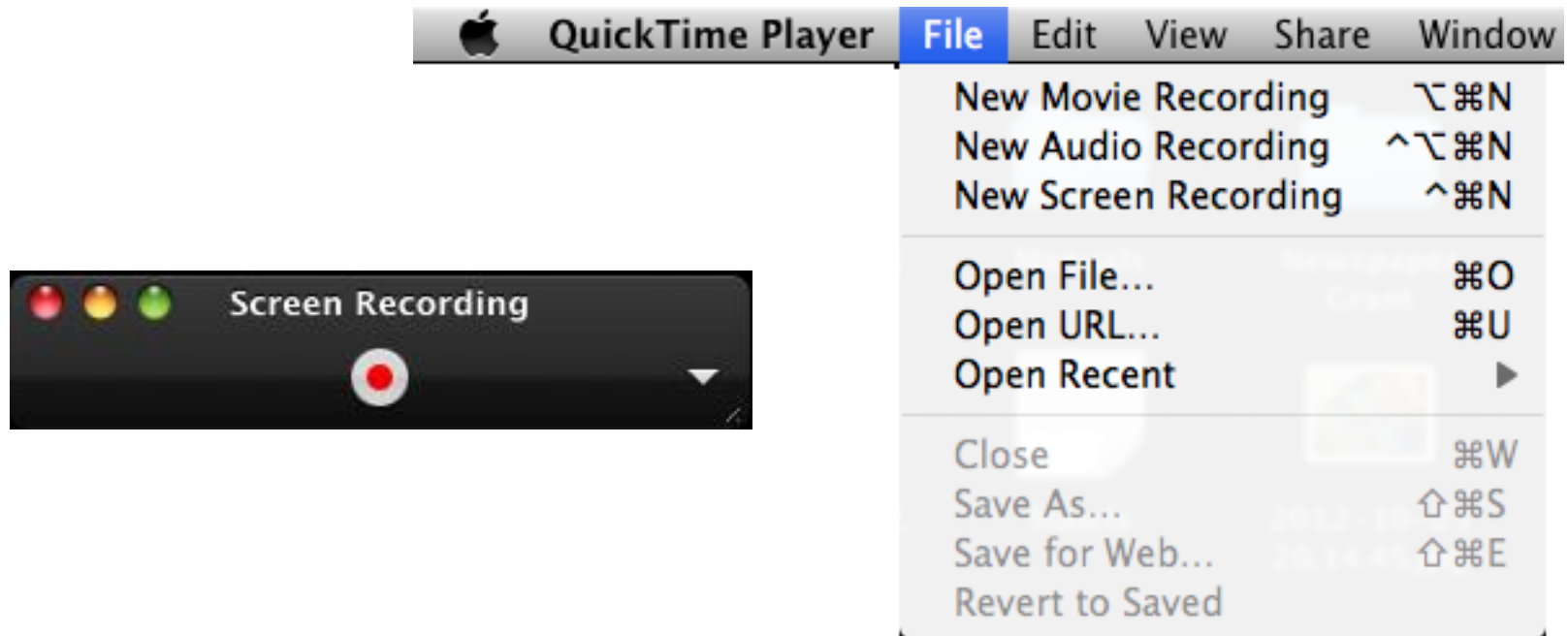
# Recording Your Video

- Time-intensive
- Write script before shooting
- If screen capture, film before adding audio
- Remember accessibility
  - Script can save time adding captions
  - YouTube auto-captions are not always accurate

# Free Video Recording on Mac

- QuickTime Player
  - Both webcam and screen capture
  - Built-in microphone audio
- iMovie
  - Easy clip editing
  - Helpful tutorial videos
  - Captioning very cumbersome

# QuickTime





# Jing – Mac or PC

- Free!
- Take quick videos which can be hosted by TechSmith
- Great for making quick videos!

# Camtasia

- Relatively easy to learn
- Good help and video tutorials
- Built-in captioning tool

# YouTube

- Very easy to use
- Offer usage reports

# Free Media Available

- [Better with Music](#)
- [Da Font](#)
- [Dig ccMixter Music Library](#)
- [Free Music Archive](#)
- [Online Audio Converter](#)
- [Wiki Commons](#)

# Web Guides

- Online reading is different
- Intuitive navigation is important
- Branding is important
- Beware of cognitive load

# LibGuides

- Industry standard
- Offers great degree of modification
- Customizable CSS
- Expensive



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## Education

Tags: [common core](#), [education](#), [lesson plans](#), [superman](#), [teaching](#)

Resources for pre-service educators, faculty and staff.

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### Recommended Resources

#### Search ERIC PlusText Now!

Tip: Use "quotation marks" to search for exact phrases, separate terms with OR to find any of your search term.

- [ERIC PlusText](#)

The Education Resources Information Center (ERIC), sponsored by the Institute of Education Sciences (IES) of the U.S. Department of Education, produces the world's premiere database of journal and non-journal education literature. ERIC PlusText combines the ERIC abstracts and index with full-text ProQuest Education Journals.

- [Academic Search Premier](#)

Academic Search Premier contains indexing and abstracts for more than 8,300 journals, with full text for more than 4,500 of those titles. PDF backfiles to 1975 or further are available for well over one hundred journals, and accessible cited references are

### On This Page

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[Recommended Resources](#)

[Search in Google Scholar](#)

[Additional Free eJournals](#)

### Contact Us



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# Pinterest

## What NYPL is Reading

Like 78

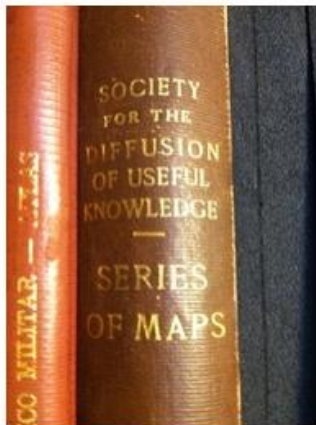
Reading recommendations by NYPL librarians. Oh, and we'll pin the occasional DVD or CD, too.



New York Public Library

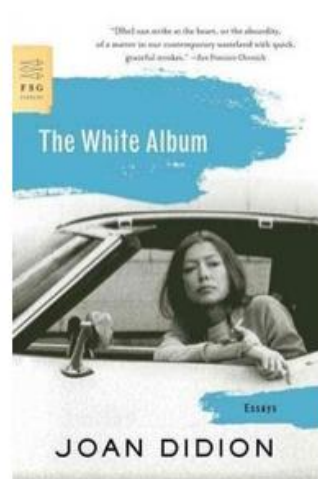
Unfollow

18,877 followers, 180 pins

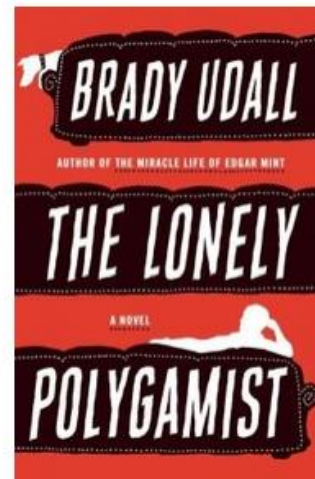


I do it

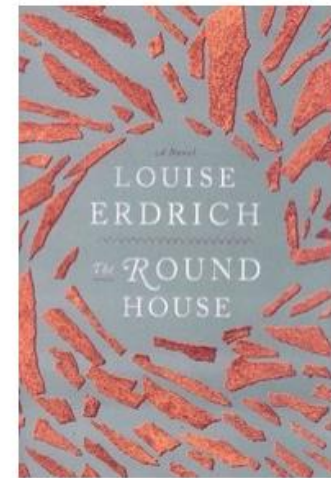
We were visiting the Maps Division today and spied a book from the fantastically-named Society for the Diffusion of Useful Knowledge,



"We tell ourselves stories in order to live." #reading



"...Families are Forever, and wondered if the slogan was meant as a promise



"Now that I knew fear, I also knew it was not permanent." #reading





# Tracking Statistics

Library » Subject Guides » Allen Memorial Library Statistics samuel.stover@vcsu.edu « Guide Admin « Dashboard « Sign Out

## Allen Memorial Library Statistics

For all things statistical...

Last Updated: Mar 14, 2013 URL: <http://libguides.library.vcsu.edu/sdfn23p0132f09js> [Print Guide](#) [Email Alerts](#)

**Circulation** Reference Materials Request

**Circulation** [Print Page](#) Search:  This Guide

### Head Count

**Head Count**

**\* Required**

Upstairs \*  
*Classroom, lounge, anterooms*

Downstairs \*  
*Curriculum, reference room, main & lower levels except LC*

### Circ Stats

**Circulation Desk**

**\* Required**

Type of Request \*  
*Similar to the Old List*

General

Now submit requests through CircStat

### Tours

# CONTACT

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