Ask Us! @ Baker College: Best Practices for LibAnswers

Patrick Mullane
Baker Online & Center for Graduate Studies

Tessa Betts
Baker College of Clinton Township
What is ASK US?

Can view previously answered questions.

2 ways to submit questions, Text & Email.
What you will take away from this presentation

- Importance of editors
- Skills translate to any type of reference
- Post-chat interview
Criteria for a good Reference interaction?

- RUSA guidelines: Approachability, Interest, Listening, Searching, & Follow-up

Challenges of Virtual Reference

- No Reference Interview/Feedback
- Anonymous
- How to cover all the bases?
Why we needed Editors

What we learned about Diplomacy in the Workplace
Training & Policies

Librarians have access to a LibGuide with all the training documents & policies.

Librarians are encouraged to use this template whenever it is appropriate.

Answer

If you are looking for information on ---, you can try the keywords/topics:

- keyword 1
- keyword 2
- keyword 3

For books or ebooks, check the book catalog. To get to the book catalog, start at the Library Home Page (http://www.baker.edu/library), and click on Find Books and Ebooks.

For articles, check the databases below. To get to the Find Articles and Databases page, start at the Library Home Page (http://www.baker.edu/library), click on Find Articles & Databases, and click on [[[category]]]. If you are off-campus you will need to use your 14 digit Library Number, which can be found on your ID Card or your Contact Information page in SOLAR.

- Database 1
- Database 2
- Database 3

For more resources,*Use this section to add any specific and question appropriate websites or other web-based resources. You may also want to add a specific Research Guide link(s), Not a link to the Research Guide homepage. If you do not have any specific sources to add, then delete this section.*

Thank you for using ASK US. For more information contact your campus librarians.
Hi Sarah!

I know just what you mean about students not getting a good education. You could write your paper about how bad the Detroit Public Schools are. I just read an article about it in the Free Press.

If you go to the Book Catalog on the library's homepage http://www.baker.edu/library, you can search for "public school" and Detroit.

You can also look in our databases. If you go to this page http://www.baker.edu/library/online-resources-subject-list/ you can click on Education and use those databases to search for "public school" and Detroit. Try using:

ERIC or Teachr Reference Center.

Thank you for using ASK US.
Our Jobs as Editors

(in addition to our Full Time jobs)
Staffing the service

- Hours & Off-hours
- Non-librarians
- Across many campuses
Public vs. Private

- Populating the knowledge base
- Searchable in Google
- What should be kept private?
Maintenance

- Weeding
- Quality control
- Link check/Search & Replace
Learn from our Mistakes

• Have official policies & guidelines in place.
• Have training materials accessible virtually.
• Have “quality control” staff in place.
• Have a plan (and staff) for maintaining the service.
Questions?

- Thank you for your time.
- The address for our Training Materials & Policies is: http://guides.baker.edu/libanswers
- The address for ASK US is: http://askus.baker.edu/