

Quality Transcript Rubric for Ask Us 24/7 Assessment – Detailed Version

How to use:

In each section, answer yes or no to indicate if the librarian demonstrated the listed behavior. If it is not applicable or there is no way to tell, choose NA.

Add up the number of questions answered with “Yes.” This is the first number in the fraction. In the example below, there were 2 questions answered with Yes.

Add up the total number of questions that were given a “Yes” or “No.” This is the second number in the fraction. Do NOT count anything answered with NA. In the example below, there were 3 questions answered, not counting the NA.

Yes	No	NA

2 / 3

Add up the first number in each section to get the first number in the grand total. Add up the second number in each section to get the second number in the grand total.

Example:  $2/3 + 7/8 + 2/2 + 4/4 + 3/4 + 3/4 = 21/25 = 84\%$

**Greeting:**

Yes	No	NA	Greets the patron
Yes	No	NA	If using a script, uses one appropriate to the situation/institution (using correct library name)
Yes	No	NA	indicates willingness to help
Yes	No	NA	Greeting is natural and brief (rather than long and robotic-sounding)

  /  

**Reference interview:**

Yes	No	NA	Reference interview is adequate to understand the question and the patron’s information need.
Yes	No	NA	The librarian pasted small excerpts of information as opposed to long blocks of text
Yes	No	NA	Factual information (policies, phone numbers, hours) provided is correct
Yes	No	NA	Policy page is consulted when necessary (if there’s no way to tell, choose NA)
Yes	No	NA	Number of relevant resources provided is sufficient
Yes	No	NA	Resources are at the appropriate level for the patron’s research
Yes	No	NA	Quality resources are provided (not just Googling and sending the patron the first result)
Yes	No	NA	All answers provided to the patron included a source

  /

**Technical skills:**

Yes	No	NA	Asked if pushed pages were received
Yes	No	NA	Assigned proper resolution code

\_\_\_/\_\_\_

**Instruction:**

This question is rated on a scale of 1 to 4. It pertains to items such as how to use search terms, create search strategies, select resources, cite sources, evaluate sources, access resources. If not applicable, then do not count this section in the final score.

Circle one:

4. Transaction includes detailed instruction.
  3. Transaction includes instruction.
  2. Transaction includes limited instruction.
  1. Transaction warranted instruction, but none provided.
- NA

\_\_\_/4\_\_\_

**Interpersonal Skills:**

Yes	No	NA	Creates a welcoming atmosphere
Yes	No	NA	Chats frequently without long lags.
Yes	No	NA	Uses positive phrasing.
Yes	No	NA	Uses scripts appropriately, as needed.
Yes	No	NA	*If portions of policy page are copied and pasted to patron, they are reworded when needed to avoid excessive length or robotic sound. (see example)

\*Example:

Policy page info for Onondaga Library System:

“The last four digits of your phone number on record is the default PIN. If you have forgotten your PIN, or do not have a PIN already entered in your patron record, please contact one of the OCPL libraries to establish a PIN. PINs are NOT given out online or by email.”

This should **not** be copied/pasted to the patron directly – too robotic. Instead: “The last 4 digits of your phone number are the default pin. Can you try that and see if it works?...” Then waiting for a response before providing more info.

\_\_\_/\_\_\_

**Concluding the session:**

Yes	No	NA	Asks if the question has been completely answered or if more help is needed
Yes	No	NA	Thanks the patron for using the service
Yes	No	NA	If using a script, uses one appropriate to the situation/institution (using correct library name)
Yes	No	NA	Not excessively long or robotic-sounding

\_\_\_/\_\_\_

**Grand total**

\_\_\_/\_\_\_ = \_\_\_ %