Chat Reference at the State Library: #everythingNC to everyone (in) NC

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TODAY’S GOALS

Participants will learn...

• How to support staff to gain buy-in for chat reference & succeed at assisting online patrons.

• When to escalate the patron’s need & how to provide support beyond the chat interaction.

• How to manage inappropriate patron behavior & emergency situations in the chat interaction.
Three sections:

- Library Development
- Library for the Blind & Physically Handicapped
- NC Government & Heritage Library
FOCUS OF THE GHL

- NC history & culture
- State government info
- NC demographics & statistics
- Family history research
KEY GHL RESOURCES

Important resources include

- NC Digital Collections
- NC newspaper collections
- NCpedia
- ANCHOR
IN THE BEGINNING

- Understaffed: only 15 hours/week
- Underutilized: only on GHL homepage
- Misunderstood: an “add-on” to existing services

...TIME FOR A CHANGE!
WHAT DOES CHANGE LOOK LIKE?

- Increased chat transactions
- Increased stress to staff
- Need for additional chat staff
- Need for additional training
- Need to rethink how we provide service
MOVING CHAT FORWARD

- Participation requirements
  - Getting all staff on board
- Training & support
  - One-on-one training
  - Observe & partner with experienced staff
TOOLS FOR CHAT STAFF SUCCESS

- Chat history & transcripts
- Support
  - Canned messages
  - Training resources on demand
TOOLS FOR CHAT STAFF SUCCESS

In-chat resources

• Profile pages

Chat Quick Links
Suicide Threats
American Indians
NC Geography & Climate
NC Municipalities

Suicide Threats
HopeLineNC: https://www.hopeline-nc.org/program

One of the great NC resources for youth is the It’s OK to Ask website. You may find the Who Can Help page there particularly helpful since an important step is getting youth to talk with someone. Another primary resource you will find often mentioned is the Suicide Prevention Lifeline which also addresses depressive disorders and emotional distress. Another good resource you may want to review is NC’s Suicide Prevention Plan.

American Indians

American Indian collection page in NCpedia — https://www.ncpedia.org/exploring-north-carolina-native — includes a number of topics related to NC tribal history.

National Congress of American Indians “Tribal Nations of the United States: An Introduction” — http://www.ncail.org/about-tobes — comprehensive overview of the history of Indigenous people in the area that is now the US. Includes timelines, sovereignty movements, contemporary demographics/statistics, etc. (also the page as a pdf)
### Tools for Chat Staff Success

**In-chat resources**

- **Chat Quick Links**

#### General History
- Libguides
  - African American Education (GHL)
  - Colonial Land Grants (GHL)
  - Legislative History (GHL)
  - NC Military History (GHL)
  - Prices and Wages 1700s-now (U of MO)
  - Slave Research (GHL)

#### General
- Bill of Rights (Bill of Rights Institute)
- North Carolina Governors
- Railroad Fares 1920-1922 (Hathitrust)

#### Genealogy
- Digital Library on Slavery (UNC)
- Getting Started in Genealogy
- MARC (Archives catalog of some records)
- North Carolina Land Grant Images and Data

#### Time Periods
- Colonial
  - British Arts list (stamp-art-history.com)
  - Colonial and State Records of North Carolina (UNC)
  - North Carolina's Regulator Movement (UNC)
  - Regulator Movement in NC

- Revolutionary War
  - Reasons Behind Rev War
  - Moore's Creek Bridge
  - History.com (overview)
  - LearnNC (detailed)

- Civil War
  - Civil War Soldiers and Sailors System
    (National Parks)
  - NC Troops, a Poster Index (in library
    only to find volume located)
  - Women's involvement
    - Female Soldiers (civilwar.org)

#### Reference Tools
- A-Z subject of NCpedia
- Google Translator
- NCpedia Citation page
- Citation Machine
- NCSU Citation Builder
- Suicide and Crisis chats
- IMAlive Chat
- Suicide hotline: 1(800)784-2433
- American History textbook

#### NC Regions

- General Information
  - Landforms of 3 regions
  - State geography in a snap

- Coastal Plains
  - Geography in a snap
  - Textbook worksheet
  - Cradle of NC - Coastal Plains and Sandhills
#EVERYTHINGNC TO EVERYONE

- “Anonymous” service
- Educators, students (K-12), general public
- Variety of questions
WHAT DO USERS WANT?

- Very quick response by a human being
- A straightforward, easy answer
- Anything else? Survey says!
...WHAT WE GIVE THEM!

- Frequent short messages
- Resources to find answer
- Bits of digital literacy instruction
- Collect email address for follow-up
THINK OF THE CHILDREN

- Children’s Online Privacy Protection Rule (COPPA)
- Children’s Internet Protection Act (CIPA)
WHO’S THAT CROSSING MY BRIDGE?

- Playful trolls
- Want to distract or be distracted
- Response: play or ignore
I’M COMING TO GOBBLE YOU UP!

- Abusive trolls
- Want to offend or scare
- Response: block or report
EMERGENCY!

- Threats of harm to self or librarians
- Meeting with DHHS and WCPSS
- Meeting with State Capitol Police
- Takeaway? Always take threats seriously
FUTURE OF CHAT

- Currently testing pop-up chat invitations
- Update staffing for user ebb and flow
- Adding to other online resources
  - NC digital collection
  - Online databases
QUESTIONS?
TELL US!
bit.ly/LTC2019chat