

“OK... I get it!”

Implementing IM/SMS  
reference services, statistics tracking,  
and online tutorials

LibraryH3lp, Gimlet and Jing

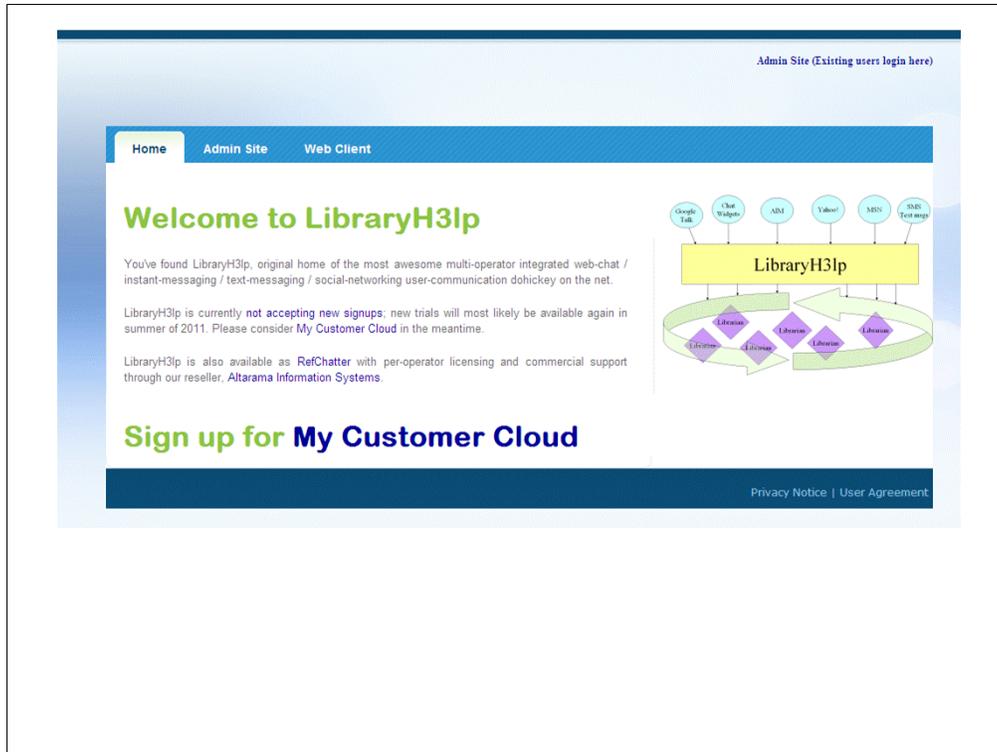
*Presenter notes available- change slide view to show notes*

The reason for the choice in the title of this presentation is to set the tone for what will be included and what will not be included.

The decision of whether to implement instant message reference and/or text message reference for patron queries is unique to every library and situation. Studies can be read, inquiries can be submitted soliciting experience from other libraries, and pilot projects undertaken to name just a few. All are valid start points. However, if you are past this step, or have decided to skip it altogether this presentation will hopefully help.

You may have also already heard through the grapevine from various sources about patron satisfaction with chat reference or you might have experience with this technology in your personal life. You might be saying “OK... I get it! I know I want to do this but don’t have the time to research where to start and don’t know what service to use.”

The following suggested services are what the State Library of Kansas (SLK) is currently using, all at either no-cost or low-cost. This presentation will not only include a service for instant message and text message reference, but also a statistics tracker which creates a knowledge base and a video tutorial creator.



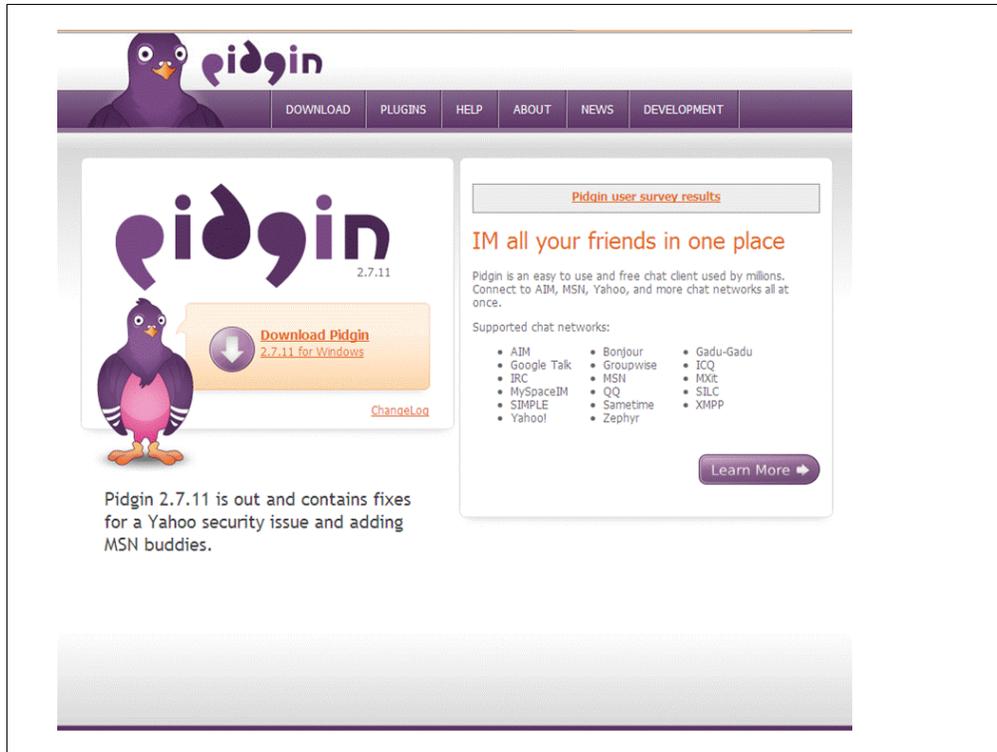
LibraryH3lp- “You've found LibraryH3lp, original home of the most awesome multi-operator integrated web-chat / instant-messaging / text-messaging / social-networking user-communication dohickey on the net.” <http://libraryh3lp.com/>.

The foundation of LibraryH3lp is open source and was co-developed by Pam Sessoms (Electronic Reference Services Librarian at University of North Carolina-Chapel Hill) and Eric Sessoms (computer programmer). LibraryH3lp “was initially designed to permit sharing of night-time virtual reference with colleagues at North Carolina State and Duke University libraries.”

The State Library of Kansas first started out using a Meebo Me chat widget around May 2008 and in early Fall began moving towards LibraryH3lp. The SLK chat reference with LibraryH3lp was fully up and running in time for the start of the 2009 Kansas Legislative Session.

Additional reading-

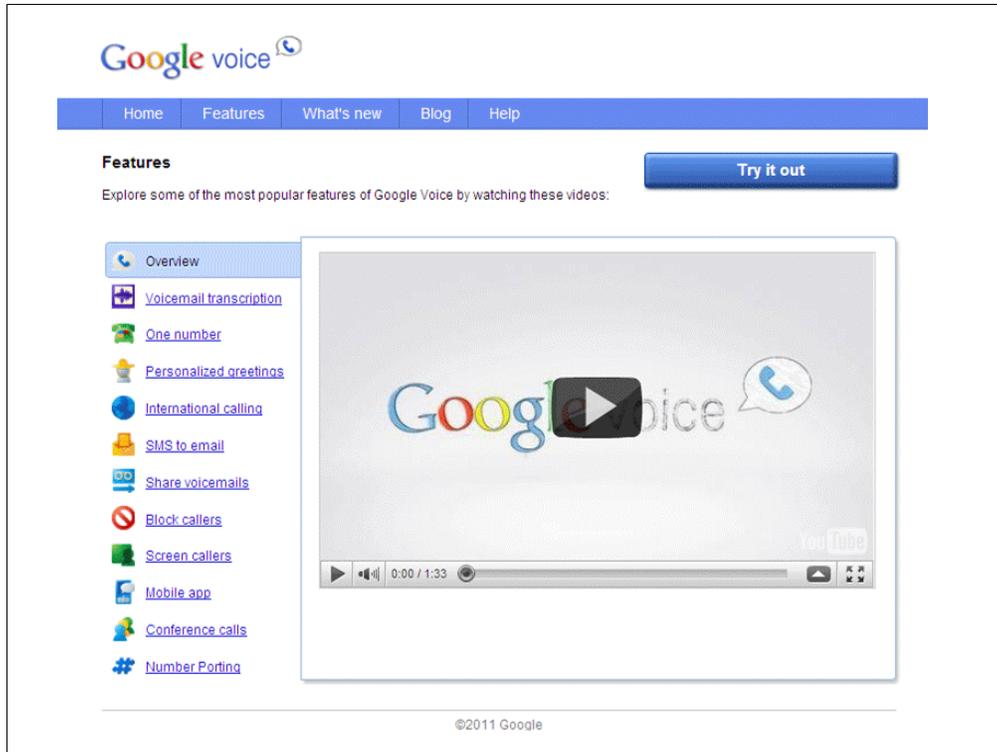
Sessoms, P., & Sessoms, E. (2008). Libraryh3lp: a new flexible chat reference system. *Code4Lib Journal*, (4), Retrieved from <http://journal.code4lib.org/articles/107>



Pidgin is a universal chat client and all of the code is open source and licensed under the General Public License.

Basically, you can sign into multiple instant message accounts with Pidgin. LibraryH3lp has a custom plug-in with additional instructions on set-up and customizations within their help documents. The chat network for LibraryH3lp is a Jabber (XMPP).

If your staff uses instant message you can also route these through Pidgin. In the past, when SLK had Groupwise, this was easily accomplished and now that we have Google Apps it is the same. Not all staff members are within LibraryH3lp as an operator so Pidgin would not need to be used by all. However, it is encouraged for all staff members who deal with patrons or who work with other libraries. We have been seeing an increase in the number of other librarians contacting librarians within the SLK staff and all effort is made to keep the patron within the communication medium chosen. At this point it is an option for the staff outside of the reference department, but not a requirement.



LibraryH3lp has a gateway to receive text message questions in the same format as instant message questions within Pidgin by using a Google Voice number. Instead of patrons sending a text message (SMS) to a shortened series of numbers and including a code for your library at the beginning of a message for it to be routed, a Google Voice number can be more easily programmed into patrons' address books.

The SLK number is 785-256-0733 with 785-256 appearing as an exchange for Topeka, KS. 0733 spells out OREF, just for the fun of it. During the Google Voice set-up you have a little leeway with the number you decide on. We received our number during the time when Google Voice was still "invitation only" so things might be slightly different now.

Users, Queues, and Gateways | Design Widgets | Profile Pages | Monitor Activity | View Reports | **Help Docs** | Account Status / Contact

## LibraryH3lp H3lp

Admin | Librarians' Webchat Client | Google Group (support) | Blog (announcements)

**About LibraryH3lp**

- [What is LibraryH3lp?](#)
- How the heck do I pronounce that?
- What do you mean by "widget"?
- Where is the features list?
- Does it cost anything?
- What about support?
- Which libraries are using LibraryH3lp?
- I'm not with a library. Can I use LibraryH3lp?

**Understanding the System**

- Users and Queues
- IM Gateways
- SMS Gateways and Mobile Technologies
- Profile Pages and Queue Avatars
- Jabber clients: how librarians answer chats.
- What if more than one librarian is available?
- Transfers
- Send Files
- Transcripts and Reports
- Changing Passwords
- Facebook Integrations
- I'll be honest. This is too much! I'm terribly confused.

**About the Widget**

- What browsers does the widget work with?
- Putting widgets on your web pages
- Embedded, Pop Up, or Follow-Me?
- Service Rollover
- Cookies and your web chat patrons
- The widget in non-English languages (localization and globalization)

**What is LibraryH3lp?**

LibraryH3lp is an integrated web chat IM platform written specifically for libraries.

It allows *multiple* librarians to receive chats from its [jQuery chat widget](#) or Meebo Me widgets as well as IMs from patrons on other IM networks such as AIM, Yahoo!, MSN, Google Talk, ICQ. While it routes messages to multiple librarians, only the first one to respond "wins" the chat and becomes connected with the patron.

It is designed to be very *mobile-device friendly*. It provides two different SMS gateways. Both allow patrons to text their library using a phone number, which is easily stored on the patron's phone, rather than a short code/library ID combination.

Librarians in the same administrative domain can transfer any chats, IMs, or text messages to each other as needed. The system provides an administrative backend for service creation, management, and centralized transcript storage, download, and deletion. [More about features.](#)

LibraryH3lp At a Glance

LibraryH3lp was developed by programmer Eric Sessions to support an after-hours chat and IM collaborative service between Duke, NCSU, and UNC-Chapel Hill. Eric is President of Nub Games, Inc., a small software company. Eric's partner, Pam Sessions, is a reference librarian at UNC-Chapel Hill and is involved with virtual reference. Pam works on documentation and support (time allowing), and her day-to-day work with VR services has driven a lot of the feature development.

LibraryH3lp H3lp documents section <http://libraryh3lp.com/doc> can answer all questions regarding set-up.

However, AltraRama offers a product called RefChatter and provides commercial setup, training and support. <http://www.altarama.com/page/RefChatter.aspx>

As a reference librarian and not a person with a formal technology background, I was able to setup the back-end administration side and create the widget. This was accomplished intermittently over the course of about a day. The actual placement on the website was done by the person who maintains our website from the html code provided from LibraryH3lp.

WordPress sites which are hosted on your own server should have the ability to place the chat widget box but I do not believe wordpress.com sites have this option at this time.

Within Facebook there is an ability to add a LibraryH3lp chat widget within the new Facebook custom iframe tabs format.

URL for external use of this page: <http://libraryh3lp.com/static-payment.html>

### Pay for LibraryH3lp

LibraryH3lp stays afloat and provides a private and secure system by charging a nominal hosting fee; there is no advertising or data mining. Payment is not expected until the service has been tested and placed in your production environment (that is, answering questions from real patrons). If you are satisfied with your trial and would like to continue using LibraryH3lp, please submit your payment using the appropriate option below. Our default trial period is 90 days.

The default pricing model is a flat annual subscription fee based on the size of your user population. This fee covers unlimited LibraryH3lp use. You can create as many librarian operator accounts and queues as you would like. This includes use at any number of libraries, departments, and branches in your institution.

**New Pay-As-You-Go model:** As an alternative to our user population size pricing model, check out [My Customer Cloud](#). My Customer Cloud boasts all the same features as LibraryH3lp, but with a usage-based pricing model.

If your library truly is in a budget crisis and cannot pay the subscription fee, please contact us, and we will do our best to work something out.

If you would like commercial training and support, please contact Altarama about their [RefChatter](#) product. They'll be happy to get you up and running!

#### Academic Libraries

FTE (full-time equivalent)

10,000 or fewer \$250.00

Name of School

Buy Now



Notes:

- While we use PayPal for credit card processing, a PayPal account is not required.
- Please contact us if you are unable to pay by credit card. We can send you a PDF invoice. A \$50 handling fee is added for POs (purchase orders). This handling fee is not charged for a simple invoice/check.
- If your institution is larger than the largest option, or if your service is a collaborative or does not fit the pricing model outlined here, please contact us.
- Billing contact: [mibgames@gmail.com](mailto:mibgames@gmail.com). Use this contact to request a refund.
- If your implementation uses significantly more system resources than would be expected relative to the size of your institution, we will contact you.

Our normal [terms of service](#) and [privacy policy](#) from time of admin account registration apply.

#### Public Libraries

Population Served (ex: county population)

100,000 or fewer \$250.00

100,000 or fewer \$250.00 stem

100,001 - 200,000 \$300.00

200,001 - 300,000 \$400.00

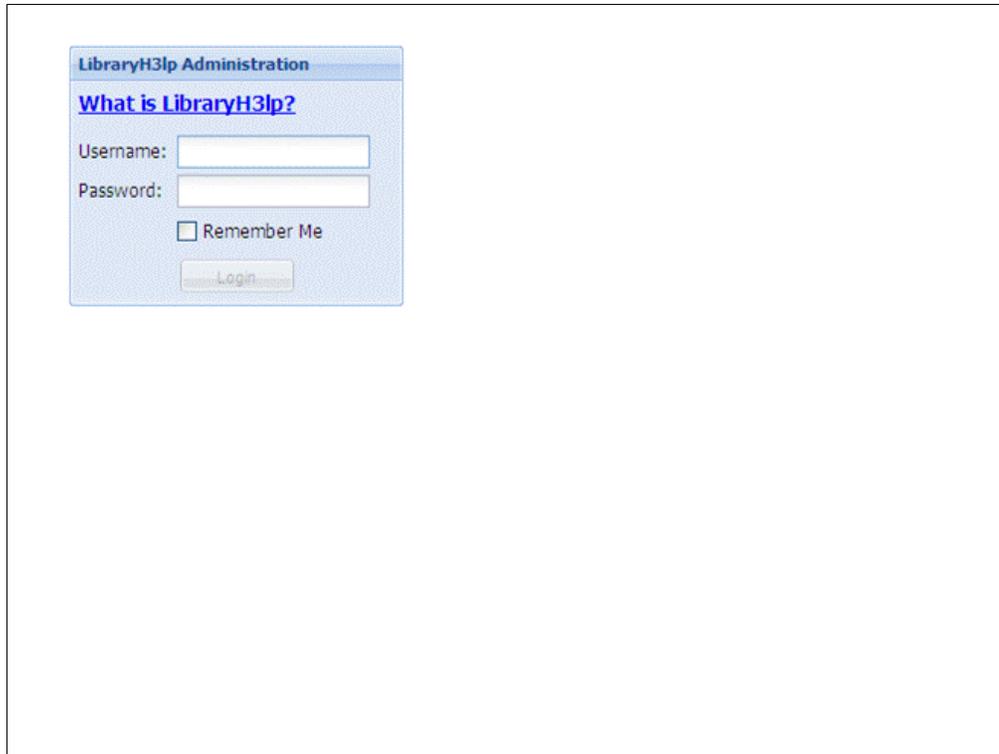
300,001 - 450,000 \$500.00

450,001 - 600,000 \$600.00



Pricing structure for LibraryH3lp. The drop-down box for “Public Libraries” has been selected showing the different options.

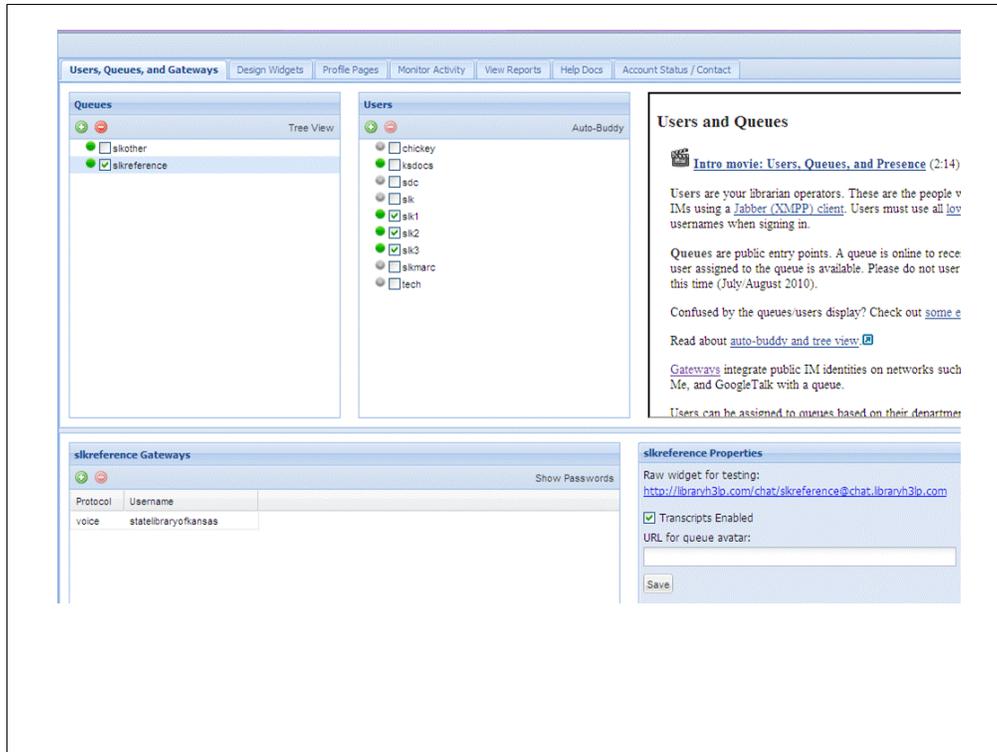
The State Library of Kansas doesn't really fit into one of these categories. Our price was determined after testing the services for a number of months and comparing the number of chats to the number within an academic library. At the time, at least, we were equivalent to the number which UNC-Chapel Hill was receiving and priced accordingly.



LibraryH3lp log-in screen. This is mainly used to transfer a chat to another librarian or to look at statistics. Daily log-in at the beginning of a shift occurs through Pidgin.

The State Library chose to remain anonymous with patrons and have “slkreference” show as our name within the chat.

However, the actual librarian usernames must be unique throughout the LibraryH3lp system. We use “slk1, slk2, and slk3.”



Back-end of LibraryH3lp.

> “Users, Queues, and Gateways” tab

>> “Queues” section will list all queues created. slkreference has a checkmark indicating it is the one selected and the users and gateways section are specific to that queue.

>> “Users” slkreference is selected and within the “Queues” section so it will only show checkmarks next to those within that queue (slk1, slk2, slk3). This section will list all queues created. slkreference is the only queue we have widgets for on our webpages. Reference librarians are in this queue and everyone else is listed under the slkoother which would display if checked. Green circle indicates available. Grey circle is offline.

>> “Gateways” shows the additional voice (Google Voice) gateway with the Username statelibraryofkansas. We had a unique gmail account created for the sole purpose of this Google Voice account so it was not connected to any one staff person’s email.

>> “Properties” shows that transcripts are enabled. The default is for the transcripts not to be enabled.



State Library of Kansas “Ask a Librarian” page available within the left sidebar on any page within <http://www.kslib.info/>.

Embedded widget provided and the patron does not need to download any software but can begin to type a question immediately. For example, “where can i locate the ks constitution?”

The patron can select the green arrow to pop out the chat box to a separate window. By selecting the envelope the patron can email themselves a transcript of the discussion.

Pop out widgets are also available to have placed on a website. A patron would click the image of a chat box and a new window will appear before any question is typed.

**State Library of Kansas**

Home : Ask a Librarian

**Ask a Librarian**

We welcome your questions, especially about Kansas Government.

You can choose between these options

- [Chat with a Librarian Online](#)
- **Call a Librarian at**  
800-432-3919 (in Kansas)  
785-296-3296  
Legislative Hotline  
800-432-3924
- **Email a Librarian at**  
[infodesk@kslib.info](mailto:infodesk@kslib.info)
- **Text a Librarian at** 785-256-0733

Chat with a librarian via instant message below

*Instant messages are answered between 8 am and 5 pm Monday - Friday.*

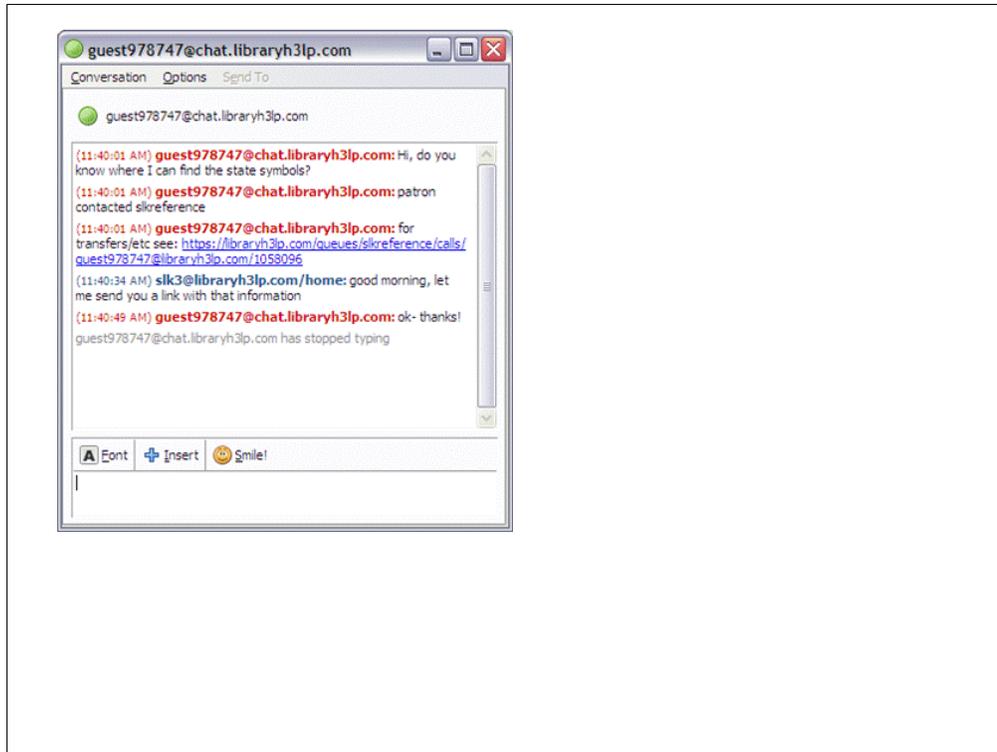
Available **Ask a Librarian**

11:36 slkreference good morning, you may find the KS Constitution at <http://www.kslib.info/constitution/index.html>

11:36 me thanks!

11:36 slkreference is there anything else I

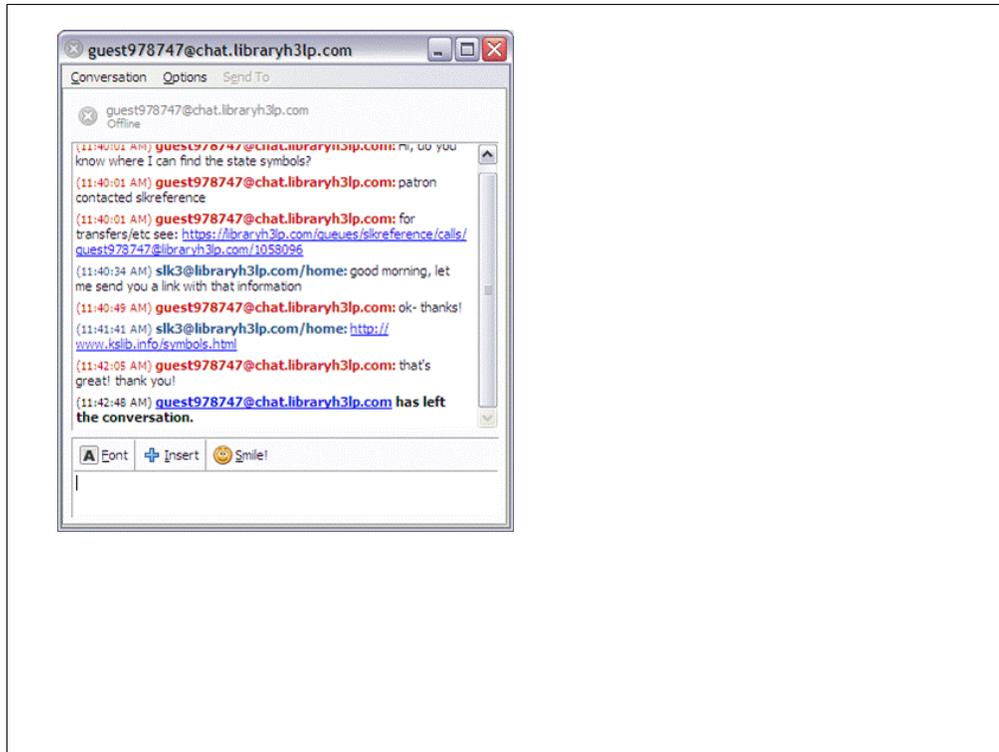
Shows response of “slkreference” with a link provided, etc.



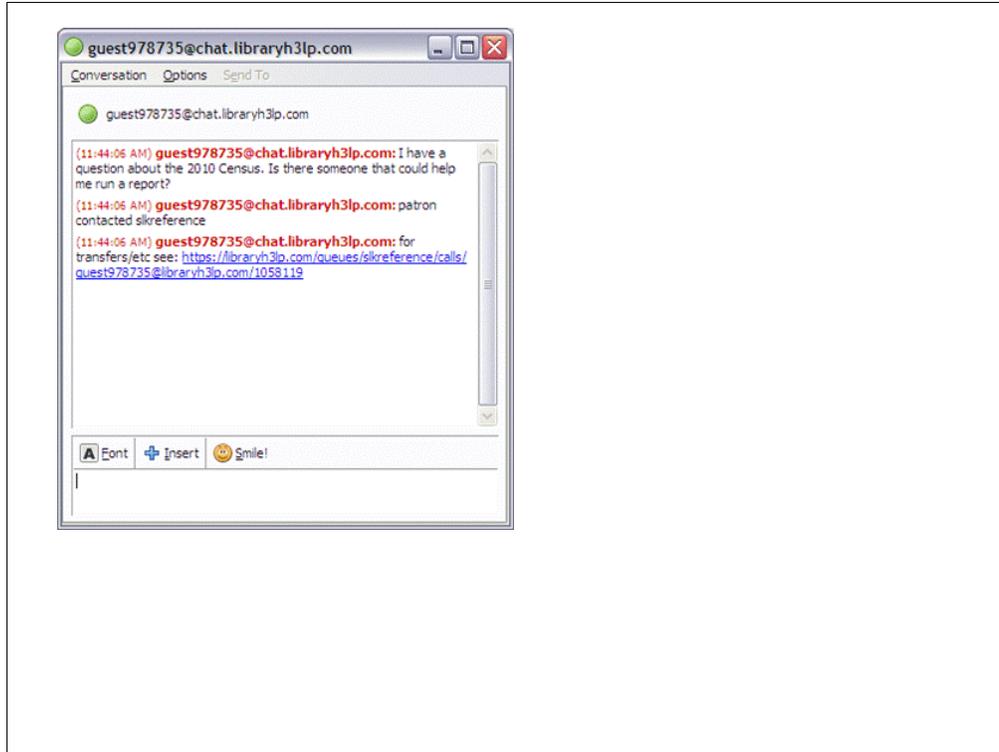
Librarian side of a conversation. No matter what program you are working on this box will force to the top, in most cases.

Shows patron's initial question, "Hi, do you know where I can find the state symbols?" All librarians available will see this message. After a librarian responds to the patron, the other librarians within the queue will be notified. In this case the question was answered by "slk3".

One of the first messages at the beginning of each chat session is the option to transfer to another available librarian by selecting the link provided.



Showing link which was provided to the patron for the state symbols of Kansas. When the patron navigates away from the page the librarian will receive an alert that the patron “has left the conversation”. In most cases this is at the obvious end of the question, as above, but sometimes a patron will accidently close the window with the chat box. A pop out widget may help in this situation though we do not have much trouble with this.



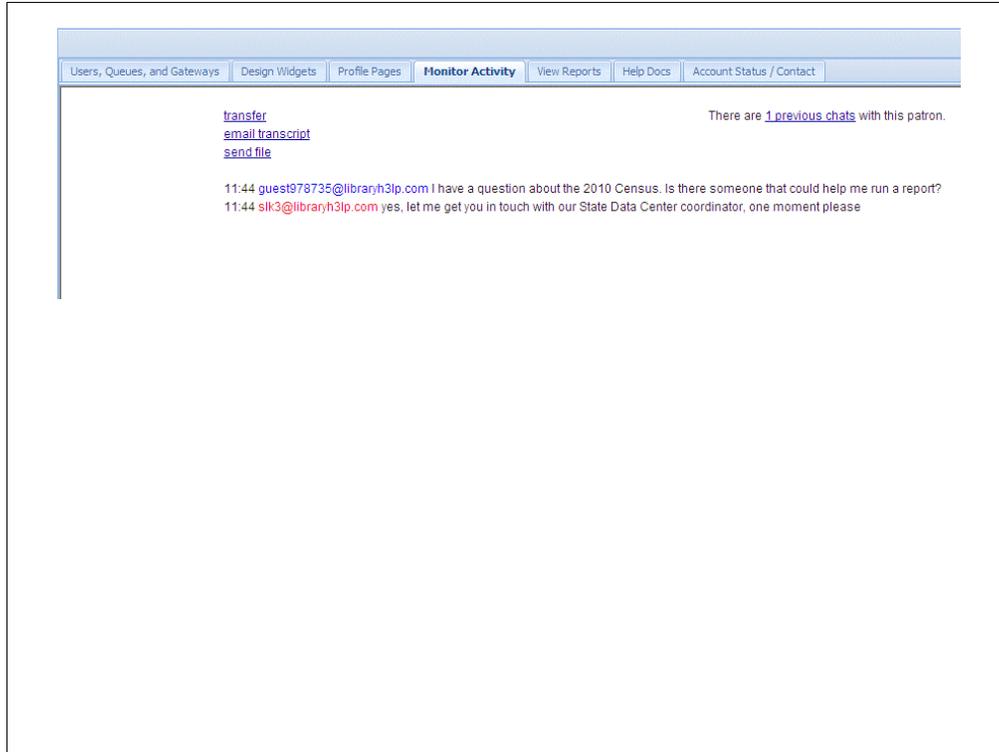
Sometimes questions are best answered by another staff member not within the Reference Department. This type of question could be answered by an SLK reference librarian, but could also be transferred to the State Data Center Coordinator at SLK for a variety of reasons.



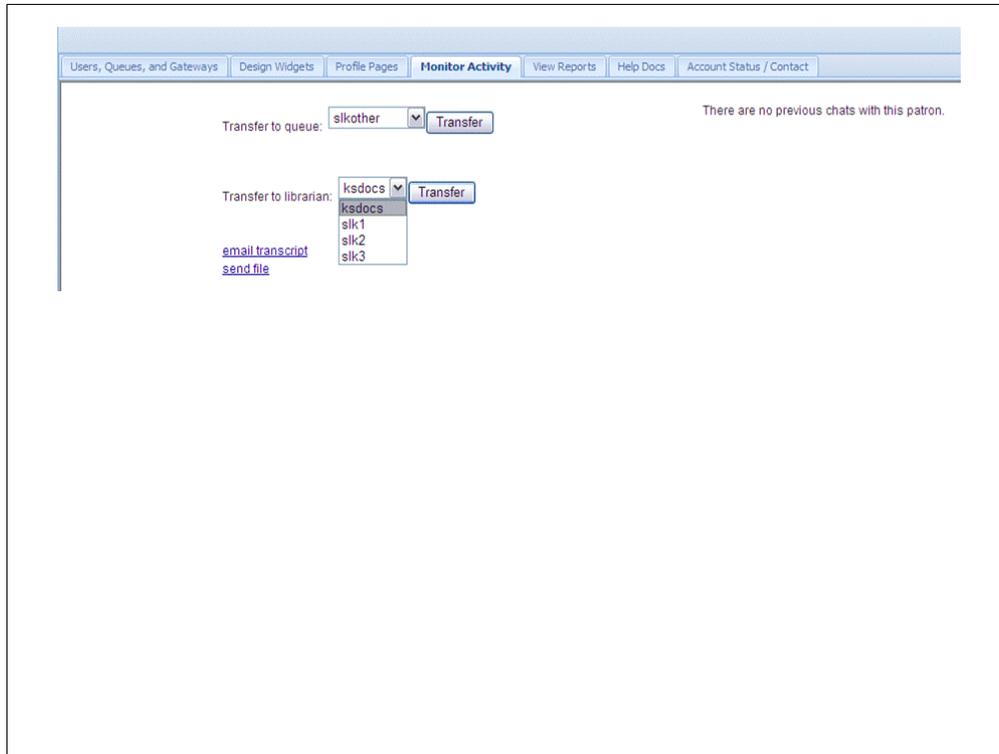
Initial contact with the patron is necessary before a transfer. This is helpful in letting the patron know you will be sending them to another librarian for assistance and help avoid frustration as transferring usually takes about 30 seconds to complete. It depends on the patron as to how long they will wait for an initial response.

At this point it is suggested to call or contact through internal instant message, etc., the librarian you wish to transfer the patron to in order to give them a heads up but also to make sure they are available for the transfer.

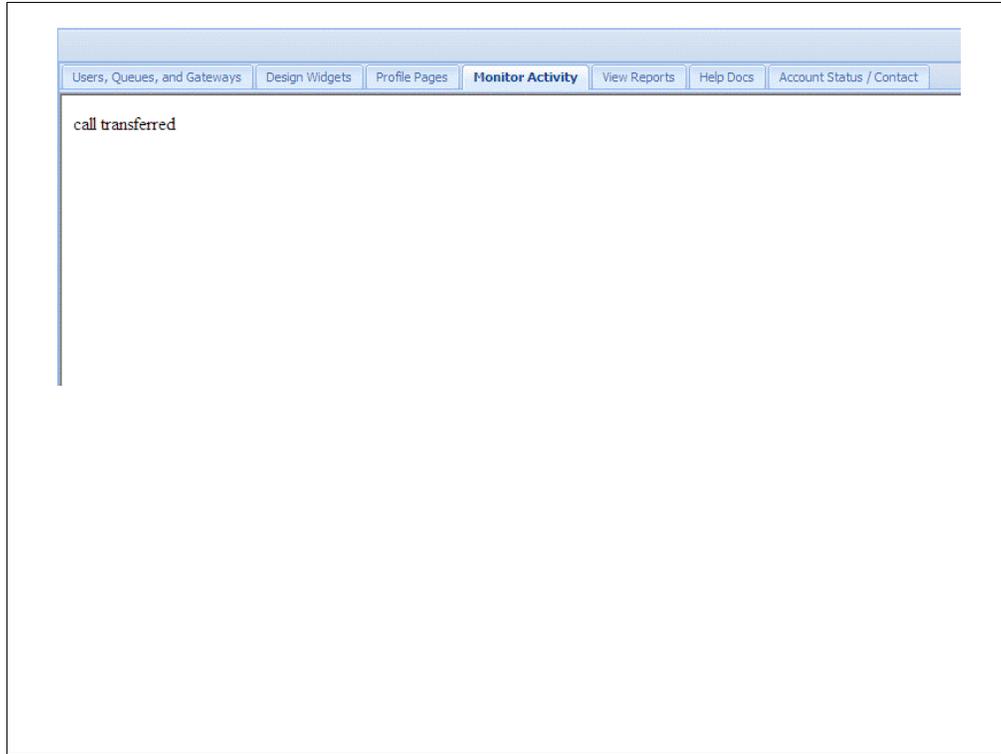
Click on the link to transfer. This will take you to the LibraryH3lp log-in screen.



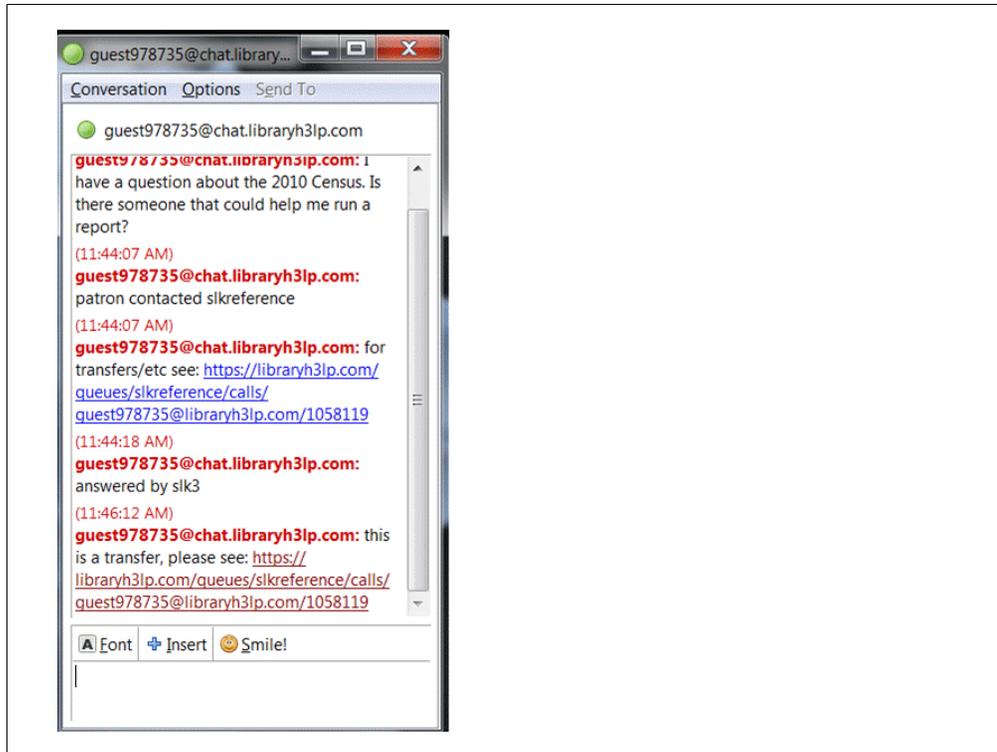
After you sign-in you will have the option to transfer.



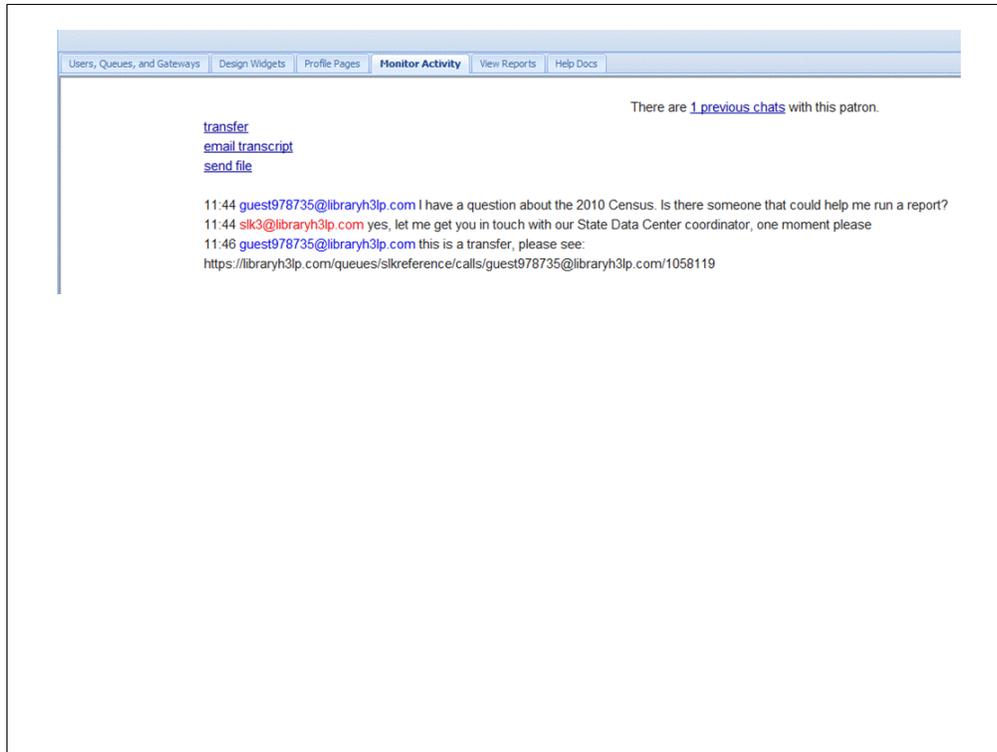
Select the librarian you wish to transfer the patron to from the drop-down selection.



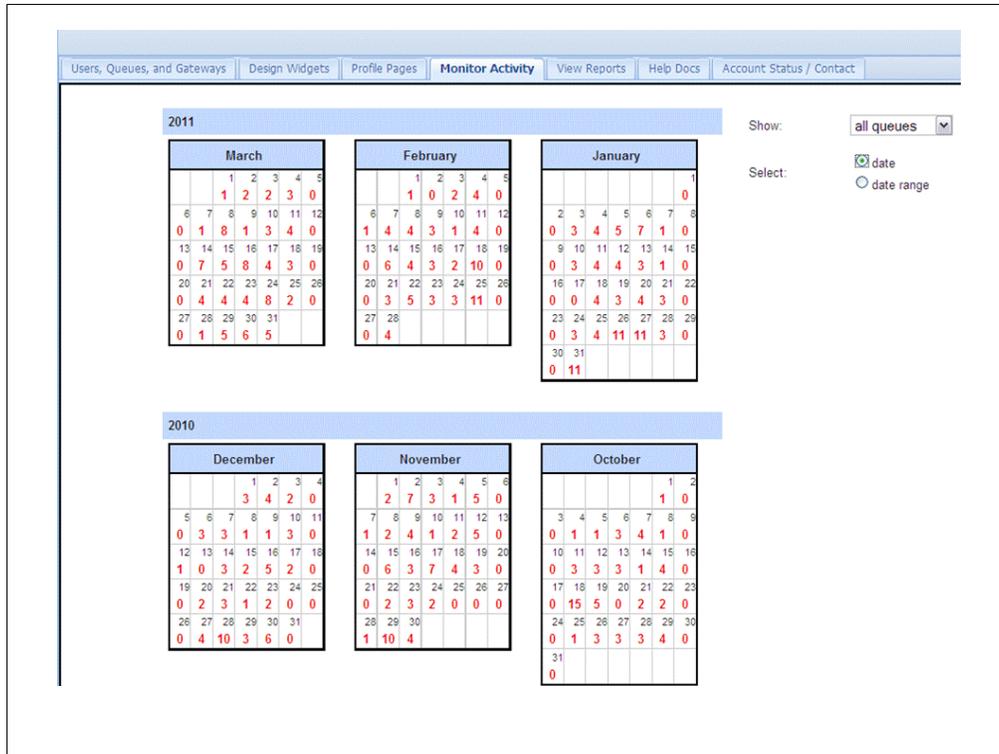
This screen will let you know when the transaction has been completed.



What the librarian who receives the transferred patron will see. The initial question will be provided at the beginning. The last message will indicate that this was a transfer and a link is provided to the conversation between the librarian and patron up to the point of transfer.



After you click the link to view the conversation up to the point of transfer you will arrive at this screen (you may need to sign in).



Statistics are also available from the LibraryH3lp administrators page.

A calendar view is available to show the total number of chats for each day. By selecting one of the days you will be able to view the chat history.

calendar page  
refresh  
export to csv (right-click, save as)  
<< prev 2011/01/26 2011/01/28 next >>

Select: all none system Actions

Guest	Protocol	Queue	Started	Answered	Duration	Operator	IP	Referring URL
<input type="checkbox"/> guest851075	web	slkreference	2011-01-27 17:51:05	5s	4m54s	slk2	68.102.35.90	http://www.kslib.info/askaquestion.html
<input type="checkbox"/> guest850987	web	slkreference	2011-01-27 16:35:08	4s	9m20s	slk3	165.201.70.2	http://www.kslib.info/ask.html
<input type="checkbox"/> guest850347	web	slkreference	2011-01-27 14:15:10				10.1.246.230	http://www.kslib.info/ask.html
<input type="checkbox"/> guest850347	web	slkreference	2011-01-27 14:13:37				10.1.246.230	http://www.kslib.info/ask.html
<input type="checkbox"/> guest850347	web	slkreference	2011-01-27 14:11:40		0s	51s	slk3	10.1.246.230
<input type="checkbox"/> guest850347	web	slkreference	2011-01-27 14:10:34		5s	56s	slk1	10.1.246.230
<input type="checkbox"/> guest850298	web	slkreference	2011-01-27 13:55:45		0s	14m14s	slk3	165.201.70.2
<input type="checkbox"/> guest849997	web	slkreference	2011-01-27 12:29:36	4s	1m55s	slk2	165.201.70.2	http://www.kslib.info/employees/
<input type="checkbox"/> guest849678	web	slkreference	2011-01-27 10:47:19		5s	6m0s	slk2	70.184.238.130
<input type="checkbox"/> guest849612	web	slkreference	2011-01-27 10:25:05		0s	13m12s	slk3	72.205.240.219
<input type="checkbox"/> guest849554	web	slkreference	2011-01-27 10:05:40		0s	1m9s	slk1	204.251.175.199

This shows the chat history for the particular day chosen from the calendar statistics page (Jan. 27, 2011).

Notice the referring URL section on the right. This can be helpful in knowing how a patron located your chat reference, especially if you have the widget on multiple pages within your website or other websites. For example, there is one from <http://www.kslib.info/employees/> - this is from a section of the SLK website devoted to State Employees.

Notice that 2 questions went unanswered. There can be many reasons for this happening. In this particular case you can see from the "Guest" numbers in the list that there were already 2 conversations with this patron. One with slk1 and another with slk3.

Welcome									
Users, Queues, and Gateways   Design Widgets   Profile Pages   <b>Monitor Activity</b>   View Reports   Help Docs   Account Status / Contact									
calendar page									
refresh									
export to csv (right-click, save as)									
<< prev. 2011/01/26 2011/01/28 next >>									
Select: all none system Actions									
Guest	Protocol	Queue	Started	Answered	Duration	Operator	IP	Referring URL	
<input type="checkbox"/> guest851075	web	slreference	2011-01-27 17:51:05	5s	4m54s	slk2	68.102.35.90	http://www.kslib.info/askaquestion.html	
<input type="checkbox"/> guest850987	web	slreference	2011-01-27 16:35:08	4s	9m20s	slk3	165.201.70.2	http://www.kslib.info/ask.html	
<input type="checkbox"/> guest850347	web	slreference	2011-01-27 14:15:10				10.1.246.230	http://www.kslib.info/ask.html	
<input type="checkbox"/> guest850347	web	slreference	2011-01-27 14:13:37				10.1.246.230	http://www.kslib.info/ask.html	
There are 2 previous chats with this patron.									
<input type="checkbox"/> guest850347 email transcript									
<input type="checkbox"/> guest850347 send file									
<input type="checkbox"/> guest851413 guest850347@library3ip.com HELLO i said your rude									
<input type="checkbox"/> guest851413 guest850347@library3ip.com type i dare you									
<input type="checkbox"/> guest849292	web	slreference	2011-01-27 14:00:26	4s	1m00s	slk2	150.201.10.4	http://www.ksio.info/employees/	
<input type="checkbox"/> guest849678	web	slreference	2011-01-27 10:47:19	5s	6m0s	slk2	70.184.238.130	http://www.kslib.info/contact.html	
<input type="checkbox"/> guest849612	web	slreference	2011-01-27 10:25:05	6s	13m12s	slk3	72.205.240.219	http://www.kslib.info/askaquestion.html	
<input type="checkbox"/> guest849584	web	slreference	2011-01-27 10:05:40	8s	1m0s	slk1	204.251.175.199	http://www.kslib.info/contact.html	

If you hover or click on the guest number you can see what the patron wrote. Practicing what we call “tough love” is the same as ignoring a patron.

The reason these are separate transactions is because the patron must have navigated away from the page and then returned, or we closed the chat box on our end.

calendar page  
 refresh  
 export to csv (right-click, save as)  
 << prev: 2011/01/25 2011/01/27 next >>

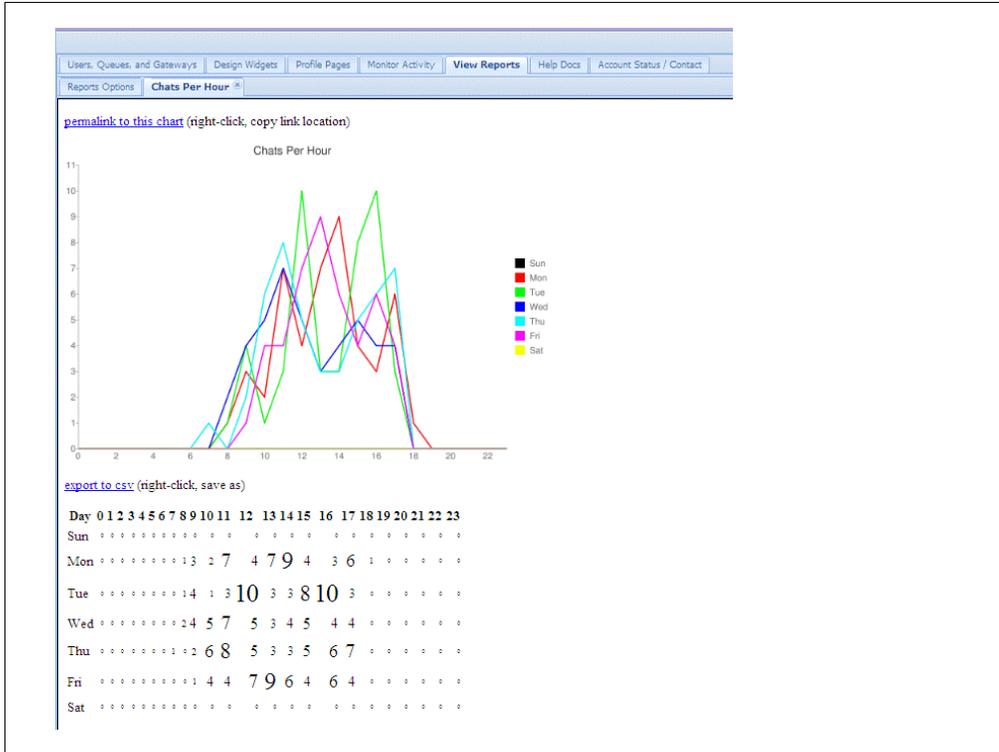
Select: all none system Actions

Guest	Protocol	Queue	Started	Answered	Duration	Operator	IP	Referring URL
<input type="checkbox"/> 1785	voice	libreference	2011-01-26 16:01:11	3s	18m12s	sk3		
<input type="checkbox"/> guest	web	libreference	2011-01-26 14:18:49	20s	1m23s	sk3	67.60.237.107	http://www.kalib.info/askaquestion.html
<input type="checkbox"/> 1316	voice	libreference	2011-01-26 11:39:56	37s	23m59s	sk3		
<input type="checkbox"/> 1785	voice	libreference	2011-01-26 11:34:53	26s	29m13s	sk2		
<input type="checkbox"/> 1785	voice	libreference	2011-01-26 11:34:53					
<input type="checkbox"/> guest	web	libreference	2011-01-26 11:01:40	13s	24m50s	sk3	70.183.78.62	http://www.kalib.info/askaquestion.html
<input type="checkbox"/> 1785	voice	libreference	2011-01-26 10:52:53	18s	31m53s	sk2		
<input type="checkbox"/> 1785	voice	libreference	2011-01-26 10:52:53	16s	20m48s	sk3		
<input type="checkbox"/> 1620	voice	libreference	2011-01-26 10:36:55	4s	20m41s	sk2		
<input type="checkbox"/> 913	voice	libreference	2011-01-26 09:04:26	48s	29s	sk2		
<input type="checkbox"/> 913	voice	libreference	2011-01-26 09:04:26					

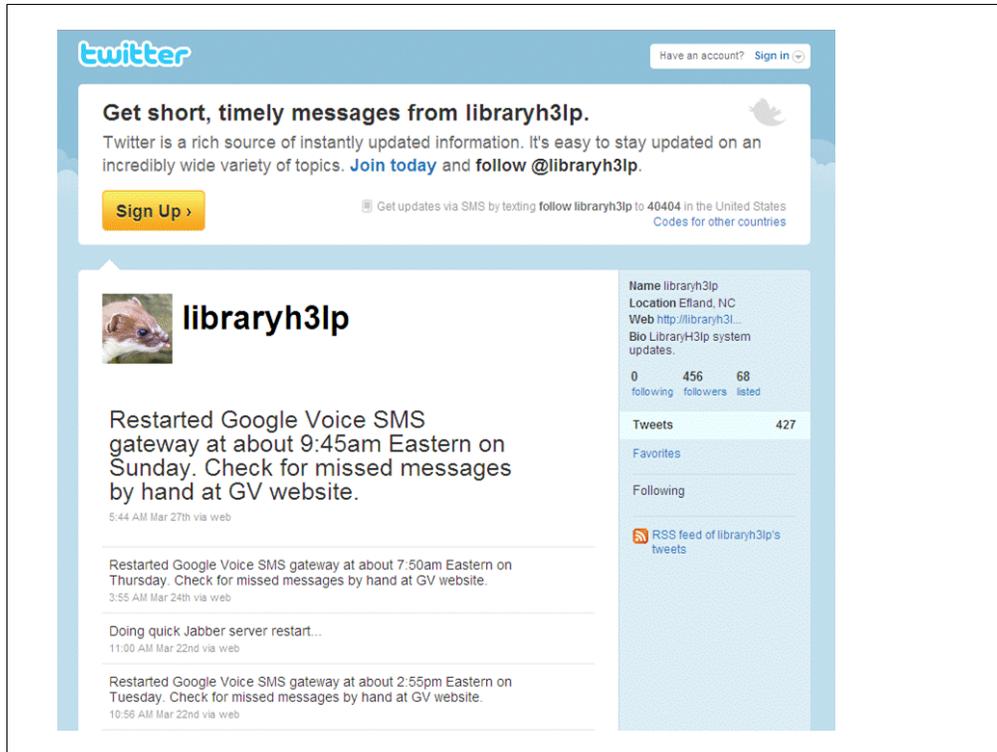
This particular calendar day we received a lot of text message reference questions. Notice “voice” within the “protocol” section. These are questions which arrived via the Google Voice gateway.

An interest group had placed an advertisement giving our contact information urging members of the public to send a text message to obtain contact information for their legislators. Because of the nature of text messaging over instant message the “duration” section is much longer.

Instead of having a guest number, the patron’s phone number is given. These have been grayed out for privacy but you can see that they were received from every area code in the state: 785, 316, 620 and 913.



Some custom reports are also available. This one is showing the chats per hour for Jan 1 - Mar 31.



Because of the nature of using Google Voice with LibraryH3lp, situations occur when there can be a service interruption. LibraryH3lp has a twitter account used almost exclusively for the purpose of notifying customers about the Google Voice gateway.

<http://twitter.com/libraryh3lp>

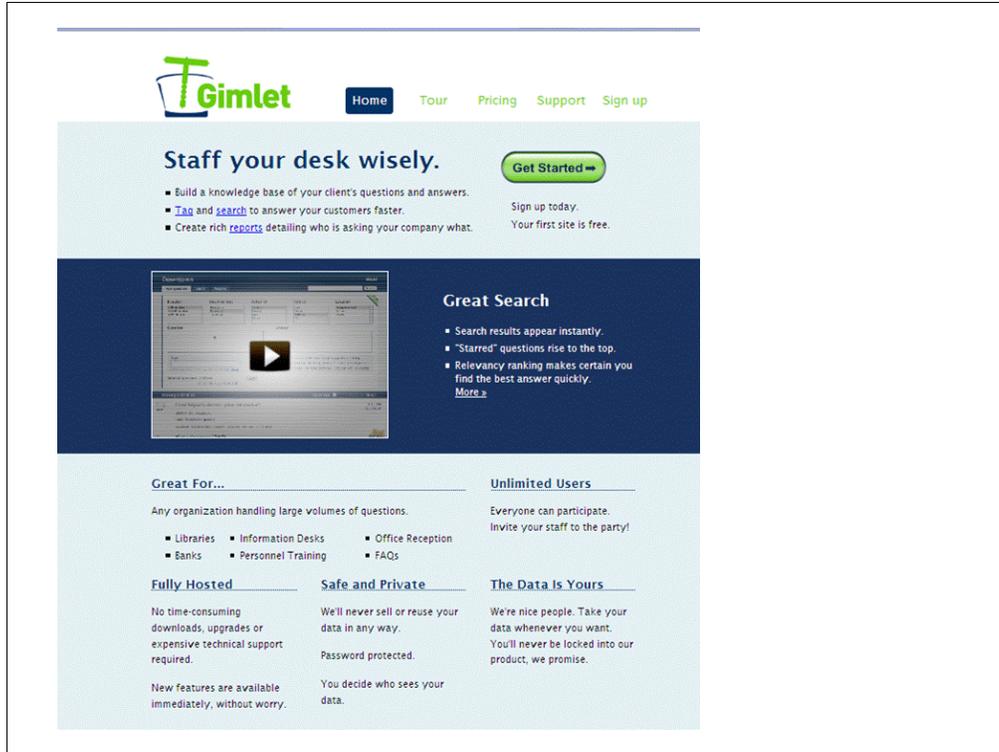
There are many ways to follow a twitter feed including setting up an RSS feed or signing up to receive tweets via SMS (text message). Currently, an SLK staff member subscribes to the tweets through SMS.

## Alternatives

[http://www.libsuccess.org/index.php?title=Online Reference#Libraries Using Virtual Reference Services](http://www.libsuccess.org/index.php?title=Online_Reference#Libraries_Using_Virtual_Reference_Services)

Meebo Me is one of the most popular alternatives to LibraryH3lp, but there are many others. Suggestions can be located at [http://www.libsuccess.org/index.php?title=Online\\_Reference#Libraries\\_Using\\_Virtual\\_Reference\\_Services](http://www.libsuccess.org/index.php?title=Online_Reference#Libraries_Using_Virtual_Reference_Services).

There are many reasons SLK switched from Meebo to LibraryH3lp. Only one librarian per chat widget, and no ability to transfer to another librarian are just a few.



Gimlet was created by Eric Larson and Nate Vack, who are the same guys that built LibStats and use a large variety of open source programs.

Gimlet can be used to track statistics and build a knowledge base of questions and answers.

The State Library of Kansas began using Gimlet in mid-August 2010.

**Gimlet** Home Tour Pricing Support Sign up

## About Us

Gimlet is a happy product of Sidecar Publications, LLC. We're a startup from [Madison, Wisconsin](#) dedicated to customer excellence.

If you're from the Library world, you might recognize some of the bones of this application. That's because [Eric](#) and [Nate](#), the co-founders of Sidecar, built [LibStats](#). Over the years, we've counted 54 universities, colleges and public libraries who are running that open-source product.

We've also talked to a lot of people who can't run LibStats because their IT department just can't do it— they don't have enough time, server support costs too much, or it's just not a priority. **That's why we made Gimlet** and that's why it's priced so low. We want everyone to have access to software that makes their job better.



Our favorite things

- [New Orleans Take-Out](#)
- [Mass transit](#)
- [Field Notes](#)
- [Isthmus employees](#)
- [The Union terrace](#)
- [The Dice burger](#)

Sidecar. Nate and Eric at the [Mad Rollin' Dolls](#)

Nate and Eric wrote LibStats from 2003-2004. Nate was the Head of Computer Services at University of Madison's Wendt Library (Engineering) and Eric was a School of Library and Information Science graduate student. By 2004 LibStats was used across all of the UW-Madison's campus libraries. The project was first open-sourced in 2005 and in 2007 was available on Google Code.

Sidecar Publications LLC is their startup company and Gimlet is their first offering. Basically, Sidecar is interested in visualizing library-use data and helping libraries decipher how their assets are accessed and used.

**Gimlet** Home Tour **Pricing** Support Sign up

## Pricing

**How much does Gimlet cost?**

- First site is **Free**
- Add **reports** for \$10/month
- Add **additional sites** for \$10/month

*Note: all paying sites get reports*

**Pay Monthly or Request an Invoice**

Sign up with a credit card and Gimlet will charge you monthly.

Can't pay monthly? Request an invoice.

Many customers need to pay in bulk. [Contact us](#) and we'll be happy to send you an invoice for 6 months or 12 months of service.

**Payment Methods**

We accept MasterCard, Visa, American Express and Discover. We also accept checks. Sorry, but we do not accept money orders or trades.



**Ready to signup?**

[Get Started](#)

**Invoices**

You'll receive an emailed invoice monthly when we process your payment.

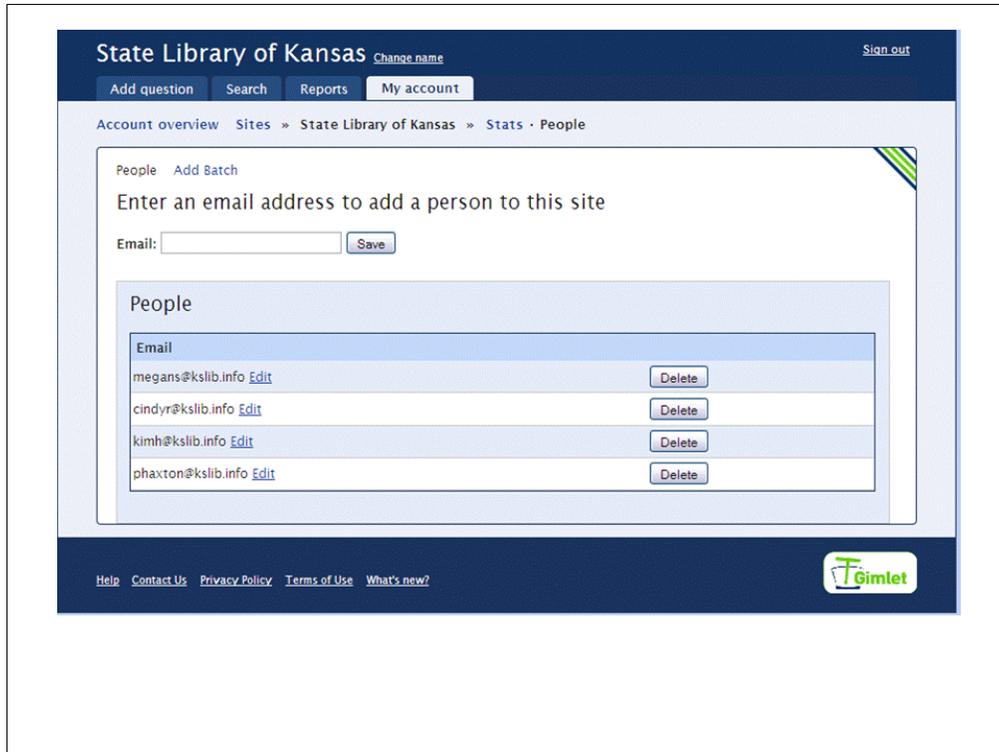
**Questions?**

Contact us - [support@gimlet.us](mailto:support@gimlet.us)

**Try Gimlet for Free — Get Started Now.**

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Gimlet itself is available at no charge but if you would like reports, it is \$10/month. If you start using this application and decide 6 months (for example) down the line to add reports, the statistics will include everything going back to your original sign-up date.



Set-up is easy. Add the email address for people who will be inputting statistics. They will receive an email asking for confirmation and will be prompted to create a password.

Note: "My account" tab only available within administrator login.

State Library of Kansas [Change name](#) [Sign out](#)

[Add question](#) [Search](#) [Reports](#) [My account](#)

[Account overview](#) [Sites](#) » [State Library of Kansas](#) » [Stats](#) · [People](#)

Durations	Question types	Questioners	Formats	Locations
<input checked="" type="checkbox"/> Quick <a href="#">Edit</a>	<input checked="" type="checkbox"/> Reference <a href="#">Edit</a>	<input checked="" type="checkbox"/> Public <a href="#">Edit</a>	<input checked="" type="checkbox"/> Hotline <a href="#">Edit</a>	<input checked="" type="checkbox"/> Reference Desk <a href="#">Edit</a>
<input checked="" type="checkbox"/> less than 1 hr <a href="#">Edit</a>	<input checked="" type="checkbox"/> Legislative History <a href="#">Edit</a>	<input checked="" type="checkbox"/> State Agency <a href="#">Edit</a>	<input checked="" type="checkbox"/> Phone <a href="#">Edit</a>	<input checked="" type="checkbox"/> State Data Center <a href="#">Edit</a>
<input checked="" type="checkbox"/> 1 hr - 1 day <a href="#">Edit</a>	<input checked="" type="checkbox"/> Directional <a href="#">Edit</a>	<input checked="" type="checkbox"/> Legislator <a href="#">Edit</a>	<input checked="" type="checkbox"/> Walk-in <a href="#">Edit</a>	<input checked="" type="checkbox"/> State Data Center <a href="#">Edit</a>
<input checked="" type="checkbox"/> more than 1 day <a href="#">Edit</a>	<input checked="" type="checkbox"/> Technical <a href="#">Edit</a>	<input checked="" type="checkbox"/> Library <a href="#">Edit</a>	<input checked="" type="checkbox"/> Email <a href="#">Edit</a>	<input checked="" type="checkbox"/> State Data Center <a href="#">Edit</a>
<a href="#">Add new duration</a>	<input checked="" type="checkbox"/> Policy <a href="#">Edit</a>	<a href="#">Add new questioner</a>	<input checked="" type="checkbox"/> Instant Message <a href="#">Edit</a>	<a href="#">Add new location</a>
<input type="checkbox"/> <a href="#">Edit</a>	<a href="#">Add new question type</a>	<input type="checkbox"/> <a href="#">Edit</a>	<input type="checkbox"/> Letter <a href="#">Edit</a>	
		<input type="checkbox"/> <a href="#">Edit</a>	<a href="#">Add new format</a>	
			<input type="checkbox"/> <a href="#">Edit</a>	
			<input type="checkbox"/> <a href="#">Edit</a>	

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Set-up continued. Modifications can be made to what the choices in each category are. Main headings cannot be changed. The checkmark indicates it will display as a choice to be selected at input. These can be changed at anytime by the administrator.



Login screen. At set-up you will be asked to create a unique url. This url is what you will use daily to login to the service.

For example: [https://\\*\\*\\*\\*\\*.gimlet.us/](https://*****.gimlet.us/)

Gimlet input screen. Self explanatory for the most part.

The difficulty scale is the most subjective. The suggested guideline is to use The READ Scale (Reference Effort Assessment Data). Information on its creation can be located at: <http://www.dom.edu/library/READ/index.html>. The State Library of Kansas has modified The READ Scale to include examples of the type of questions we receive, so it is customized. Most of our questions deal with the Legislature so someone unfamiliar with the process or procedures would rank those questions more difficult than we do, for example. (Attachment)

The screenshot shows the 'State Library of Kansas' administrator interface. At the top, there is a navigation bar with 'Add question', 'Search', 'Reports', and 'My account' buttons. The main form is divided into several sections:

- Duration:** A dropdown menu with options: Quick, less than 1 hr, 1 hr - 1 day, more than 1 day.
- Question type:** A dropdown menu with options: Reference, Legislative History, Directional, Technical, Policy.
- Asked by:** A dropdown menu with options: Public, State Agency, Legislator, Library.
- Format:** A dropdown menu with options: Hotline, Phone, Walk-in, Email, Instant Message.
- Location:** A dropdown menu with options: Reference Desk, State Data Center. Below this is a link for 'Change stats categories'.
- Question and Answer:** Two large text input fields.
- Tags:** A text input field containing 'AG audio hotline\_message ILL KSLC leg\_contact notary statewide\_databases'. Below it is a link for 'Edit tag list'.
- Difficulty:** A row of radio buttons numbered 1 through 6, with '1' selected.
- Time of question:** A text input field with '2:15 pm' and a small example text 'Ex: 3:15 pm, 4/15/09 8:03 am'.
- Initials:** A text input field with 'mes' and a 'Save' button.

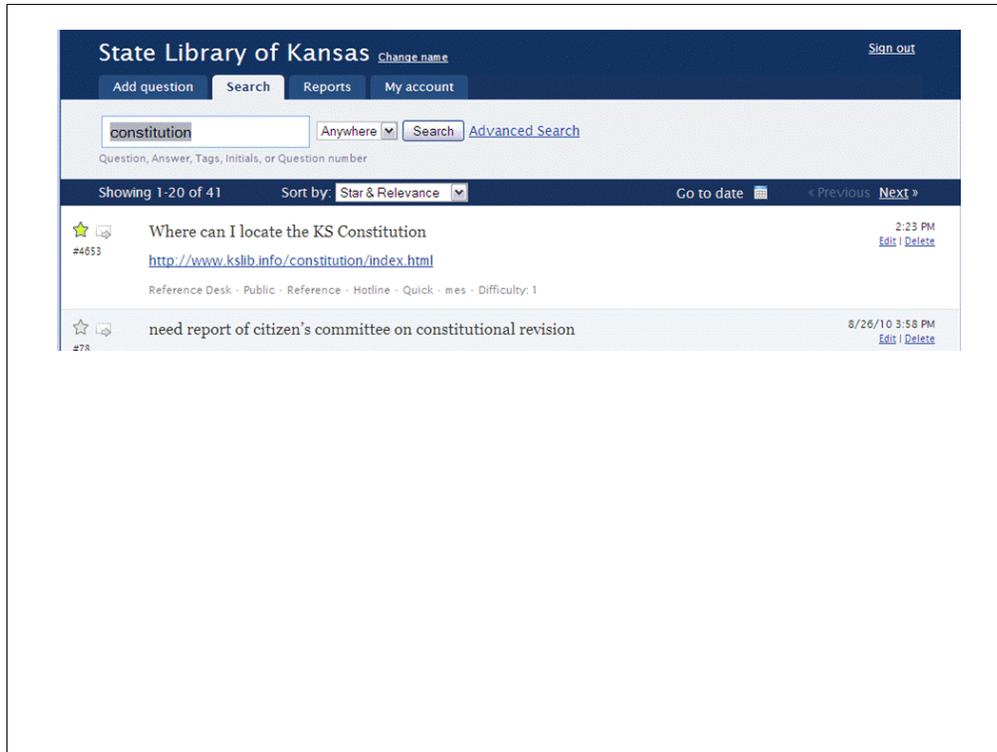
At the bottom, there is a status bar showing 'Showing 1-20 of 4583', 'Go to date', and navigation arrows. Below that, a breadcrumb trail reads 'Tags: leg\_contact' and 'Reference Desk · Public · Reference · Hotline · Quick · mes · Difficulty: 1'. On the right, it shows '2:15 PM' and 'Edit | Delete'.

Input screen for the administrator account.

Slightly different to include “Change stats categories” under the “Location” section, the ability to “Edit tag list” and an additional tab at the top for “My account”.

#5946	Reference Desk · Public · Reference · Hotline · Quick · mes · Difficulty: 1	
☆	<b>Is the WIC program available for retired senior citizens?</b>	3/14/11 2:49 PM <a href="#">Edit</a>   <a href="#">Delete</a>
#5945	Reference Desk · Public · Reference · Instant Message · Quick · kh · Difficulty: 2	
☆	<b>contact info for Kobach</b>	3/14/11 2:08 PM <a href="#">Edit</a>   <a href="#">Delete</a>
#5944	Reference Desk · Public · Reference · Hotline · Quick · kh · Difficulty: 2	
☆	<b>bill status, when bill will be heard. Bill numbers for omnibus</b>	3/14/11 2:06 PM <a href="#">Edit</a>   <a href="#">Delete</a>
#5943	SB 233, HB 2339 Reference Desk · Public · Reference · Hotline · Quick · kh · Difficulty: 2	
☆	<b>sb 39</b>	3/14/11 2:04 PM <a href="#">Edit</a>   <a href="#">Delete</a>
#5942	Reference Desk · Public · Reference · Phone · Quick · cr · Difficulty: 3	
☆	<b>For tax purposes, what is assessed tangible valuation?</b>	3/14/11 2:01 PM <a href="#">Edit</a>   <a href="#">Delete</a>
#5941	KSA 79-3602: personal property that can be seen, weighed, measured, felt or touched, or that is in any other manner perceptible to the senses. Tangible personal property includes electricity, water, gas, steam and prewritten computer software. Reference Desk · Public · Reference · Instant Message · Quick · kh · Difficulty: 3	
☆	<b>contact for ks appellate court</b>	3/14/11 1:44 PM <a href="#">Edit</a>   <a href="#">Delete</a>
#5940	785-296-3229 Reference Desk · Public · Reference · Hotline · Quick · kh · Difficulty: 1	
☆	<b>When does child support end, at what age is the kid?</b>	3/14/11 1:30 PM <a href="#">Edit</a>   <a href="#">Delete</a>
#5939	KSA 60-1610 also <a href="http://www.kscourts.org/Rules-procedures-forms/Child-support-guidelines/default.asp">http://www.kscourts.org/Rules-procedures-forms/Child-support-guidelines/default.asp</a> Reference Desk · Public · Reference · Hotline · less than 1 hr · mes · Difficulty: 3	
☆	<b>please email me a PDF copy of the following: Substitute For Senate Bill No. 81. Thank you very much.</b>	3/14/11 1:30 PM <a href="#">Edit</a>   <a href="#">Delete</a>
#5938	Reference Desk · Public · Reference · Email · Quick · kh · Difficulty: 2	

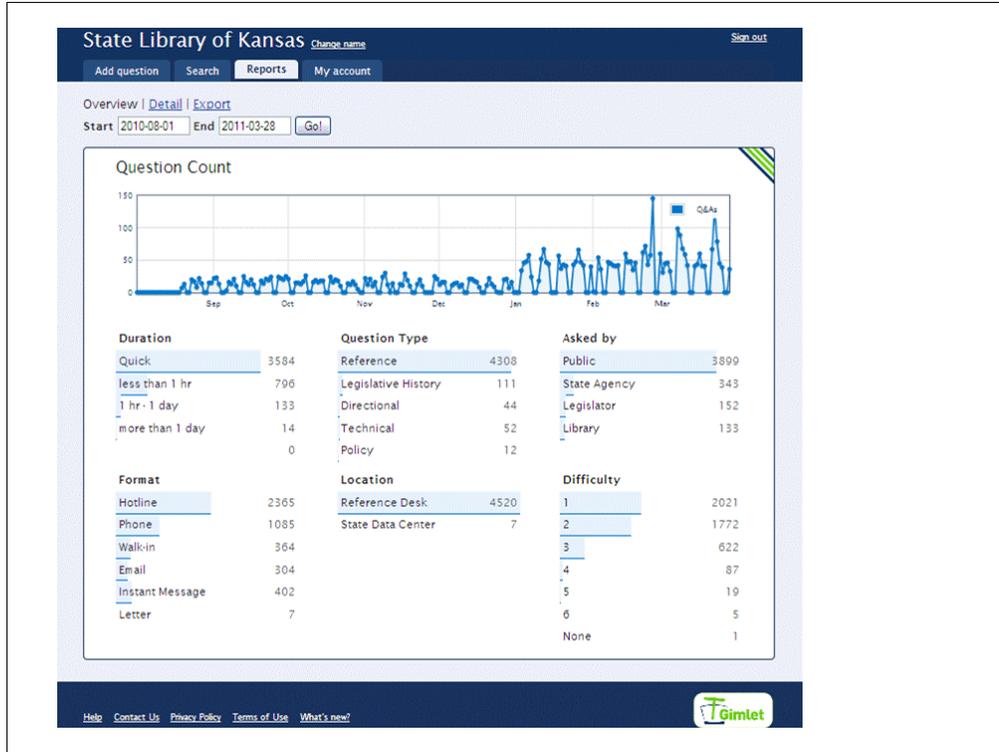
List of questions and answers. Black font is the question and gray is the answer (if provided).



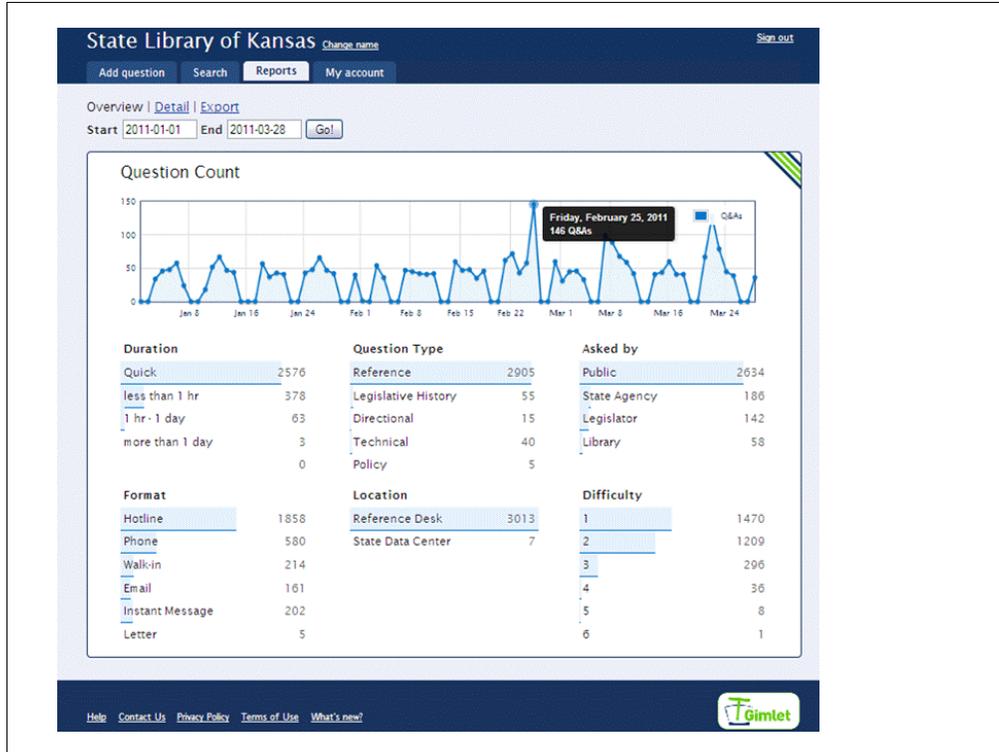
Using the “Search” tab at the top you can locate similar questions to see if you can re-use the answer in some way. Truncation of a word is accomplished by using an \* after a minimum of 3 letters.

You can “star” a Q/A and the search will bring those to the top within the search results.

There is also an advanced search section and other sort options available.



Report Overview screen showing August 1, 2010 through March 28, 2011.



Report Overview screen showing January 1, 2010 through March 28, 2011.

The screenshot shows the 'Reports' tab in the State Library of Kansas system. The 'Detail' view is selected, displaying a table with columns for 'Hour of day' and 'Day of week'. The data is filtered for the period from 2011-01-01 to 2011-03-28. The table shows staffing counts and percentages for each hour of the day across the days of the week, with a total of 3020 staff hours.

Hour of day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
Midnight	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
1 am	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
2 am	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
3 am	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
4 am	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
5 am	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
6 am	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
7 am	0 0%	0 0%	0 0%	0 0%	2 0.1%	0 0%	0 0%	2 0.1%
8 am	0 0%	107 3.5%	71 2.4%	53 1.8%	59 2.0%	51 1.7%	0 0%	341 11.2%
9 am	0 0%	66 2.3%	95 3.1%	58 1.9%	61 2.0%	73 2.4%	0 0%	355 11.6%
10 am	0 0%	76 2.6%	77 2.5%	76 2.5%	63 2.1%	82 2.7%	0 0%	376 12.3%
11 am	0 0%	64 2.1%	82 2.7%	79 2.6%	62 2.1%	78 2.6%	0 0%	365 12.1%
Noon	0 0%	61 2.0%	58 1.9%	57 1.9%	58 1.9%	49 1.6%	0 0%	283 9.4%
1 pm	0 0%	64 2.1%	55 1.8%	69 2.3%	59 2.0%	57 1.9%	0 0%	304 10.1%
2 pm	0 0%	53 1.8%	74 2.5%	78 2.6%	75 2.5%	78 2.6%	0 0%	358 11.9%
3 pm	0 0%	49 1.6%	70 2.3%	74 2.5%	79 2.6%	57 1.9%	0 0%	329 10.9%
4 pm	0 0%	57 1.9%	76 2.5%	57 1.9%	54 1.8%	51 1.7%	0 0%	295 9.8%
5 pm	0 0%	6 0.2%	2 0.1%	2 0.1%	2 0.1%	0 0%	0 0%	12 0.4%
6 pm	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
7 pm	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
8 pm	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
9 pm	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
10 pm	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
11 pm	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
<b>Total</b>	<b>0 0%</b>	<b>607 20.1%</b>	<b>660 21.9%</b>	<b>603 20.0%</b>	<b>574 19.0%</b>	<b>576 19.1%</b>	<b>0 0%</b>	<b>3020 100%</b>

“Reports” tab with “Detail” selected showing “hour of day” and “day of week” together. This type of report can help with staffing a reference desk or service point, for example.

Spreadsheet Export available.

State Library of Kansas [Change name](#) [Sign out](#)

[Add question](#) [Search](#) [Reports](#) [My account](#)

[Overview](#) | [Detail](#) | [Export](#)

Rows  Columns  Start  End

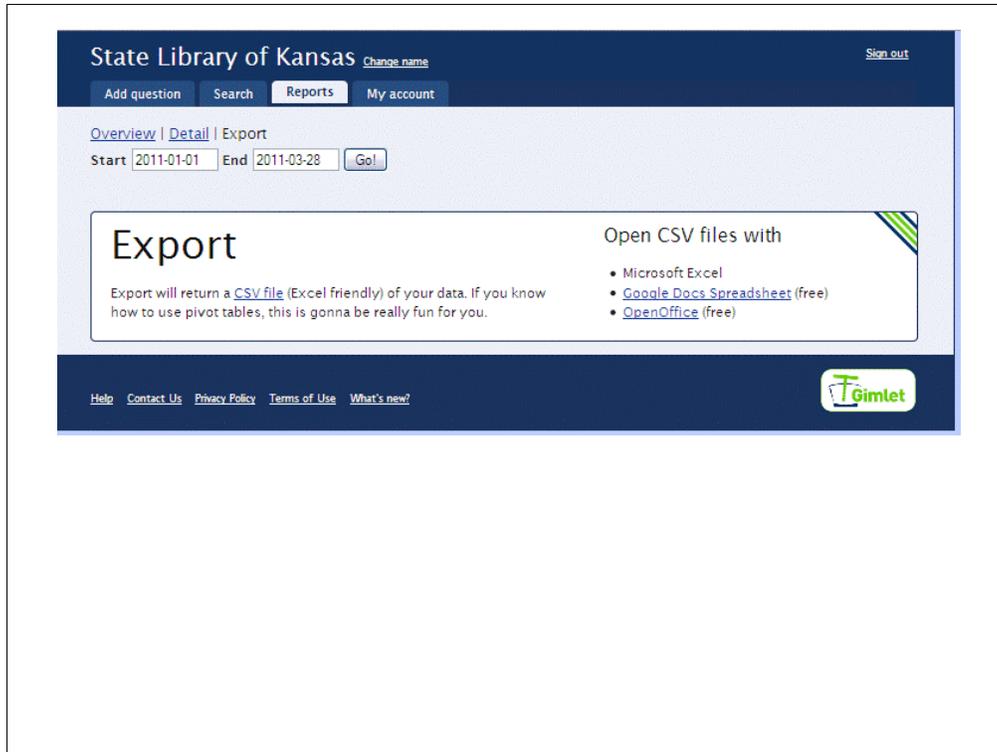
[Export Table to CSV](#) — To open in Microsoft Excel or other spreadsheet programs.

	Public	State Agency	Legislator	Library	Total
1	1377 45.6%	33 1.1%	37 1.2%	23 0.8%	1470 48.7%
2	1017 33.7%	95 3.1%	71 2.4%	26 0.9%	1209 40.0%
3	222 7.4%	37 1.2%	30 1.0%	7 0.2%	296 9.8%
4	16 0.5%	16 0.5%	3 0.1%	1 0.0%	36 1.2%
5	2 0.1%	4 0.1%	1 0.0%	1 0.0%	8 0.3%
6	0 0%	1 0.0%	0 0%	0 0%	1 0.0%
<b>Total</b>	<b>2634 87.2%</b>	<b>186 6.2%</b>	<b>142 4.7%</b>	<b>58 1.9%</b>	<b>3020 100%</b>

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Detail report showing difficulty and who the questions were asked by.

Spreadsheet Export available.

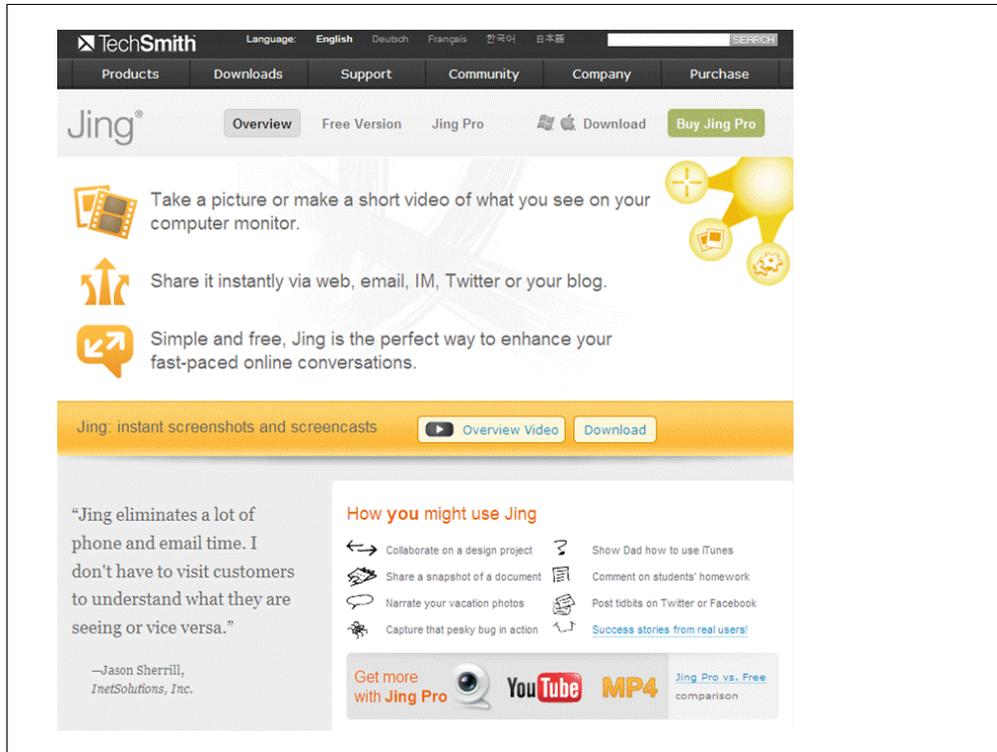


All reports are able to be exported into a format able to be read by Microsoft Excel, Google Docs or OpenOffice.

To run the report and export click "Go!"



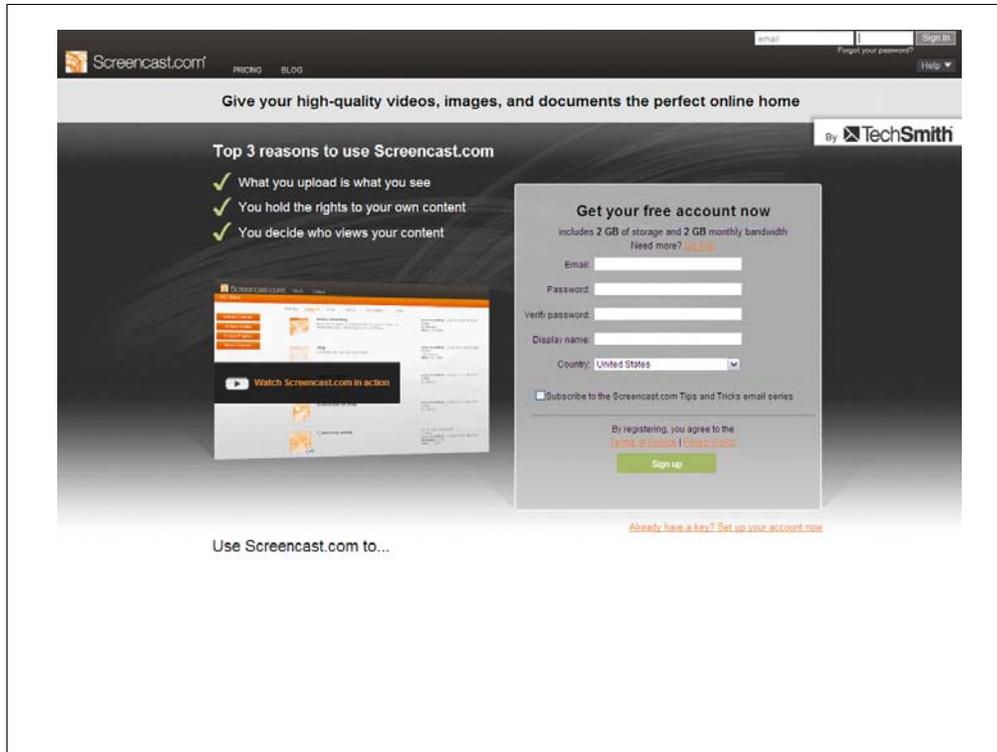
Gimlet offers a very helpful FAQ section on their website and also email support. Set-up can be accomplished entirely through the FAQ section. I have found email responses to specific issues very fast!



Jing is a product of TechSmith, which was created in 1987. TechSmith “has seven products that do anything from take screen captures, to screen recording and managing consumer content.” <http://www.techsmith.com/company/about.asp>

Jing is a screencast application (also known as visual communication) that records exactly what is on your computer screen and also audio through your microphone. There is no cost to Jing and videos are recorded with .SWF (Shockwave Flash) format and are limited to 5 minutes in length. There is a Pro upgrade available for \$14.95/year which allows instant uploading to YouTube, ability to capture from a webcam, no branding by Jing within the video and the ability to record in MP4 format instead of .SWF. Videos are still limited to 5 minutes in length, however.

The State Library of Kansas reference department uses Jing to provide online tutorials to assist patrons in navigating databases and websites in general. Others on staff use the software Camtasia, also a TechSmith product, which has more options, including easier editing capability and no length constraints, but requires purchase.



Screencast.com, another product of TechSmith is also available at no cost up to certain storage and bandwidth limits. Jing videos upload with the click of a button to a screencast.com account. Code to embed within a website or blog is provided, as well as a link for sending as an email.

There currently is a situation with embedded videos within a website not showing up if viewed from within Firefox. However, a work-around would be to take an image and make it a clickable link to the screencast.com hosted video.

**State Library of Kansas**

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- SLK Home

### For State Employees

The Public Services division of the State Library of Kansas is dedicated to delivering library services that meet the informational and research needs of Kansas's state government employees.

We have the expertise and tools to help you get the information you need, when and where you need it.

Learn how the State Library of Kansas can help you, as a state employee, to do your job better, smarter, and easier, all at no charge to you or your agency.

#### Journal Finder

Use the Finder if you are looking for a particular journal and want to know if it is available within our databases. [View Tutorial](#)

The journal title:

[advanced search](#)

[0-9](#) [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

[Other](#)

#### Journal Alerts

Would you like to automatically receive the table of contents of favorite journals delivered to your work email as soon as it's available? Alerts provide a bridge that goes from article title to full-text version without a username and/or password.

#### Ask a Librarian

Available Ask Us!

Type here to chat. Press

**Phone**  
785-296-3296

**E-mail**  
[infodesk@kslib.info](mailto:infodesk@kslib.info)

**Text message**  
785-256-0733

This is an example of how the State Library of Kansas has used tutorials. Within the State Employees section of the SLK website we provide a service called Journal Finder. This service allows patrons (and librarians) the ability to type in the title of a journal and locate which statewide database or Capitol Complex only database holds the title. Print journal holdings are also displayed.

Since this service displays both statewide databases and those only available to state agencies within the Capitol Complex the video shows how to determine which are available statewide and which are not.

Notice the “View Tutorial” link

Feel free to visit <http://www.kslib.info/employees/> to learn more about Journal Finder. (note- the video will be slightly updated soon but content will not change)


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## Journal Finder Tutorials



Click the lower right hand corner (screen icon) to enlarge.

Ask a Librarian

Available   Ask Us!

Type here to chat. Press

**Phone**  
 785-296-3296

**E-mail**  
[infodesk@kslib.info](mailto:infodesk@kslib.info)

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Search the State Library of Kansas Website

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State Library of Kansas, Capitol Building, Room 169-W, 300 SW 10th Avenue, Topeka KS, 66612-1593  
[infodesk@kslib.info](mailto:infodesk@kslib.info) | Phone: 785.296.3296 or toll free: 800.432.3919

After you click on “View Tutorial” you will come to the embedded video page.

The extra text below the video was added by SLK to assist patrons in expanding the video to full-screen.



Because Jing only saves within the .SWF format, uploading to YouTube is not possible without converting to a different format, as the ability to upload a .SWF is not available within YouTube.

Format Factory is a no-cost solution and will convert a .SWF to something YouTube will accept, for example the .MP4 format. This is what is commonly referred to as donation-ware in which, if you really love this product, please help keep it alive!

Alan Pine, Computer Technician at the State Library of Kansas, is a beta tester for this software. Beta testing comes after the Alpha (in-house) stage of design. Programmers receive volunteers for Beta testers who are tech folks and try to break and/or tear apart the product to find weaknesses.

This is the only known no-cost software which will transfer a .SWF to a YouTube friendly format.

## Applications mentioned

- LibraryH3lp <http://libraryh3lp.com/>
- Pidgin <http://www.pidgin.im/>
- Google Voice <http://www.google.com/voice/about>
- Gimlet <http://gimlet.us/>
- Jing <http://www.techsmith.com/jing/>
- Screencast <https://www.screencast.com/>
- Format Factory <http://www.formatoz.com/>

Link provided for the applications mentioned.

## Contact information



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Reference Librarian

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[www.kslib.info](http://www.kslib.info)

Ask a Librarian <http://www.kslib.info/ask.html>

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