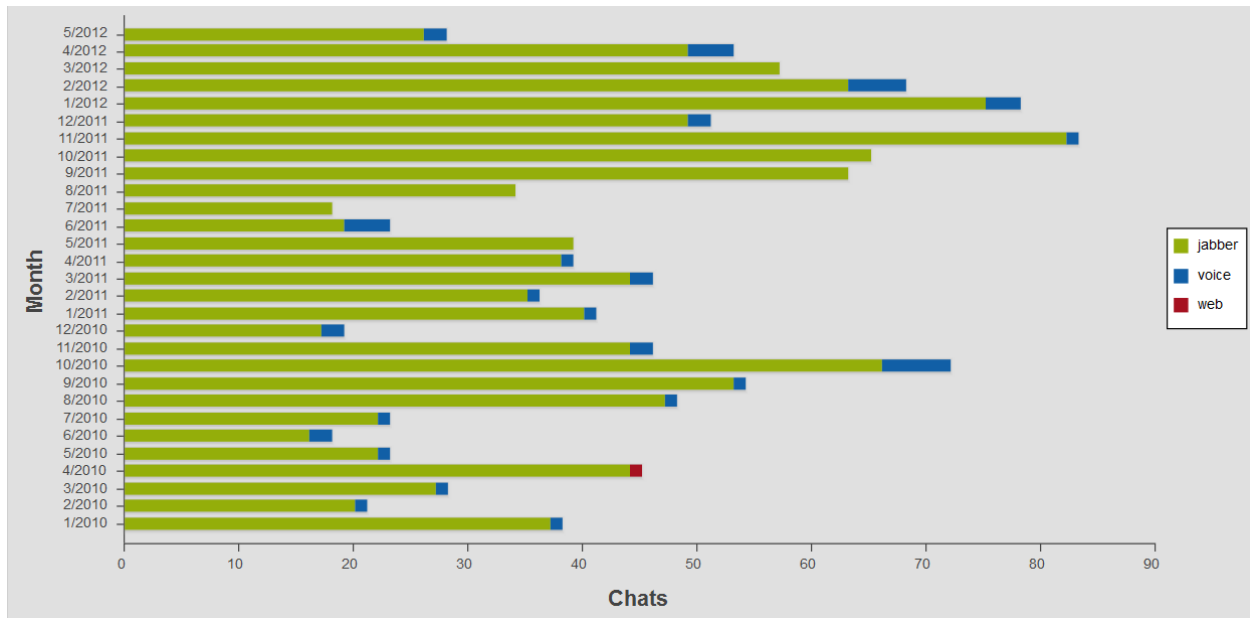


Chat Task Force Annual Report
30 May 2012 – Libraries Council

FY 2012 Highlights:

- Members: Jean Alexander, Jillian Miller, Matt Marsteller (chair)
- Newly expanded hours
 - 11 am to 8 pm Monday through Thursday
 - 11 am to 5 pm Friday
 - 1 pm to 5 pm Sunday
- Usage – 24 percent growth likely due to extension of hours:



Where jabber is our Meebo Me widget traffic, voice is GoogleVoice traffic, and web is likely testing we did with the LibraryH3lp widget. Chats had to be 45 seconds in length.

- Customer service from LibraryH3lp remained very good throughout the year
- Problematic software upgrade required to remain on the Amazon Cloud Server – service outages are much better now.
- Use of Meebo Me widget and Meebo has been problematic resulting in library employees logging on, but the Meebo Me widget indicates we're not there.
 - We will try a shift to the LibraryH3lp chat widget very soon.
- We did try to stay abreast of new options.
 - LibGuides gave a webinar presentation, but we found that all they supplied was software for recording statistics and the ability to manually build a knowledge base. There was no chat function whatsoever.
 - GoogleTalk might be a possibility.
- Training has typically been dealt with at the department level.