

Traci Avet

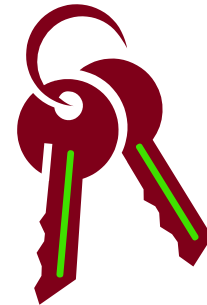
Ask a Librarian Virtual Reference Coordinator

Tampa Bay Library Consortium



Schedule

- Ensure shifts have sufficient coverage
- Ensure libraries are able to work their scheduled hours
- Fill scheduled and last-minute gaps
- Communication is key!



Academic Desk

Monday-Friday, 10:00 am - 4:00 pm

Collaborative Desk

Sunday-Thursday, 10:00 am – midnight
Friday & Saturday, 10:00 am – 5:00 pm

Local Desk

- Your patrons; your choice
- Scheduled or as-can basis

**Total hours your patrons can access
LIVE HELP via
Ask a Librarian:**

84 hours per week

- **2-5 libraries per shift**
 - patron traffic
 - staff availability
 - virtual reference providers



Ask a Librarian

Shifts & Hours Worked - By Position
Jan 1, 2009 - Dec 31, 2009

Printed
On
Mar
30,
2010

Position	Shifts	Hours
Academic Desk	4310	4310.00
Collaborative Desk	11600	11600.00
Totals	15910	15910.00

Hours

4310.00

11600.00

15910.00



Training

In-Person Workshops

- Regional
- Consortium or individual branch/campus
- Contact Traci to request training in your area

Online Workshops

- 2-Hour Refresher
- Email
- ScreenSharing
- Online Resources in the Agent Console (incl. FEL)
- Hot Topics: Customer Service, Reference Interview, etc.

Mentoring Program

- pairs new staff with seasoned staff

Monitored Practice Sessions

- Tuesdays 9-10 am EST

Training Page (in Toolbox) Resources

- practice as staff and/or patron
- how-to demos with audio

Total number of staff trained in 2009:

386

Can you spare an hour?

- **Were you trained this year?**
- **For Site Coordinators: did staff from your system train this year?**
- **Help with AskRef shifts**
 - Benefits yourself, your library employer, and other participating libraries
 - Be proactive in helping and in soliciting help

avett@tblc.org

800-622-8252, ext. 223

