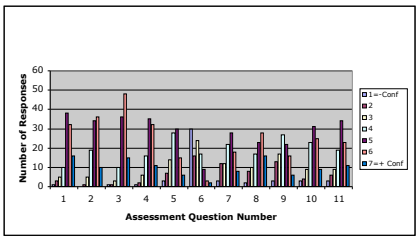
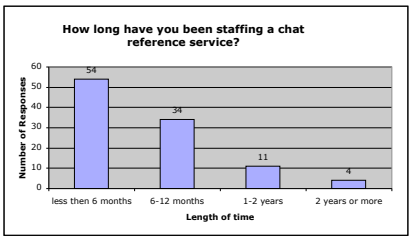
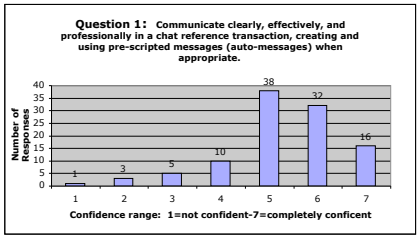
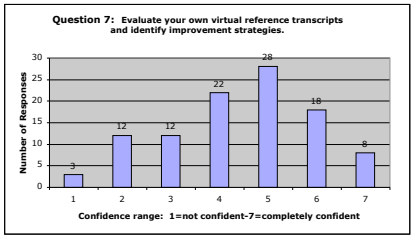
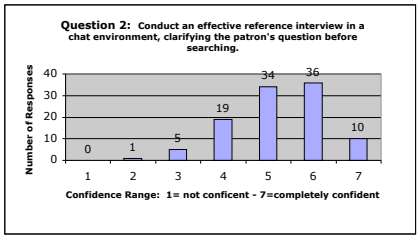
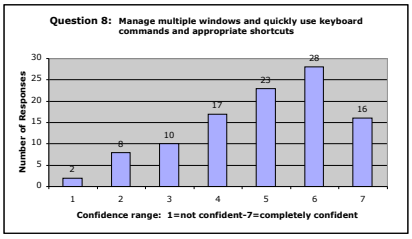

Number of Responses
Assessment Question Number
1=-Conf
2
3
4
5
6
7=+ Conf

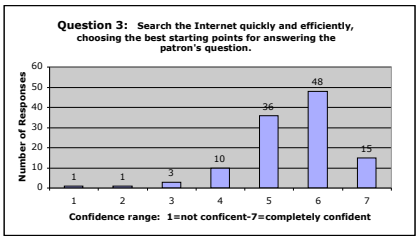

How long have you been staffing a chat reference service?
Number of Responses
54
34
11
4
less then 6 months
6-12 months
1-2 years
2 years or more
Length of time

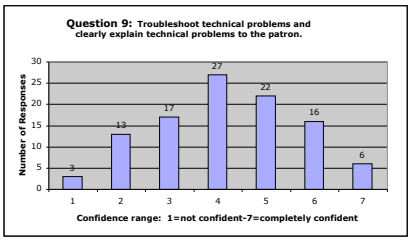

Question 1: Communicate clearly, effectively, and professionally in a chat reference transaction, creating and using pre-scripted messages (auto-messages) when appropriate.
Number of Responses
1
3
5
10
38
32
16
Confidence range: 1=not confident-7=completely conficent

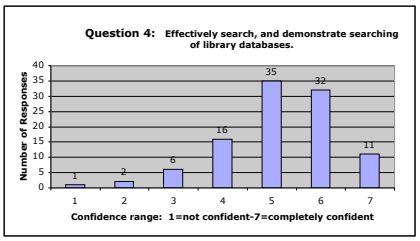

Question 7: Evaluate your own virtual reference transcripts and identify improvement strategies.
Number of Responses
3
12
12
22
28
18
8
Confidence range: 1=not confident-7=completely confident

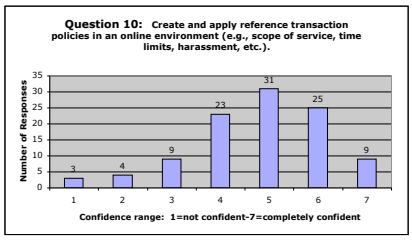

Question 2: Conduct an effective reference interview in a chat environment, clarifying the patron's question before searching.
Number of Responses
0
1
5
19
34
36
10
Confidence Range: 1= not conficent - 7=completely confident

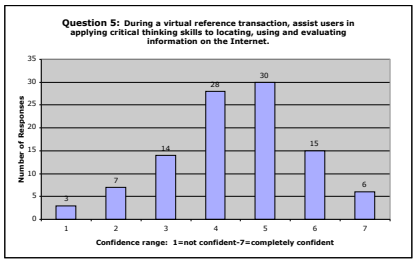

Question 8: Manage multiple windows and quickly use keyboard commands and appropriate shortcuts
Number of Responses
2
8
10
17
23
28
16
Confidence range: 1=not confident-7=completely confident

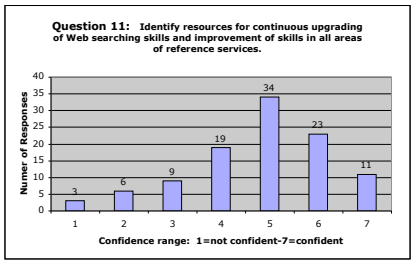

Question 3: Search the Internet quickly and efficiently, choosing the best starting points for answering the patron's question.
Number of Responses
1
1
3
10
36
48
15
Confidence range: 1=not conficent-7=completely confident

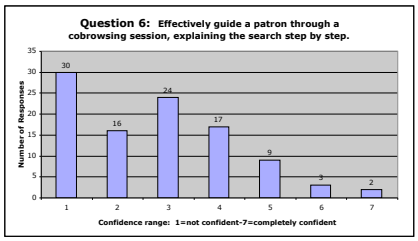

Question 9: Troubleshoot technical problems and clearly explain technical problems to the patron.
Number of Responses
3
13
17
27
22
16
6
Confidence range: 1=not confident-7=completely confident


Question 4: Effectively search, and demonstrate searching of library databases.
Number of Responses
1
2
6
16
35
32
11
Confidence range: 1=not confident-7=completely confident


Question 10: Create and apply reference transaction policies in an online environment (e.g., scope of service, time limits, harassment, etc.).
Number of Responses
3
4
9
23
31
25
9
Confidence range: 1=not confident-7=completely confident


Question 5: During a virtual reference transaction, assist users in applying critical thinking skills to locating, using and evaluating information on the Internet.
Number of Responses
3
7
14
28
30
15
6
Confidence range: 1=not confident-7=completely confident


Question 11: Identify resources for continuous upgrading of Web searching skills and improvement of skills in all areas of reference services.
Number of Responses
3
6
9
19
34
23
11
Confidence range: 1=not confident-7=confident


Question 6: Effectively guide a patron through a cobrowsing session, explaining the search step by step.
Number of Responses
30
16
24
17
9
3
2
Confidence range: 1=not confident-7=completely confident