

Chat Reference Quality Rubric

How quickly is the chat picked up?		Chat is picked up with 30 seconds.	Chat is picked up within a minute.	Chat is picked up within 90 seconds.	Chat is picked up within 2 minutes.	N/A (person disappears before chat can be picked up.)
Select one:						
How does the librarian greet user?		Librarian identifies they are not local to Drexel.	Librarian does not identify they are not local to Drexel.			
Select one:						
Librarian makes a connection to a specific person or service (like Illiad, reserves, archives, etc. and/or and associated email address like LibAssist@drexel.libanswers.com.		Yes, to a service/person who will be able to assist.	Yes, to a person/service who will not be able to assist (or will send the user to another person/service).	Not Applicable	No, and I would have chosen to make a connection to a service/person.	
Select one:						
	N/A	5 Excellent	4 Good	3 Satisfactory	2 Poor	1 Unacceptable
Questioning/Listening	Patron makes their need very clear	Asks open ended questions to understand user's query, and rephrases a user's query when necessary. Uses closed questions to confirm understanding when necessary.	Asks open ended questions to understand user's query when necessary. Uses closed questions to confirm understanding when necessary.	Asks questions to understand user's query when necessary, but does not seek to confirm understanding of a query.	Fails to asks questions when appropriate (or needed) to understand a query.	Makes assumptions about what a user seeks.
Communication/Contact		Maintains written contact with user responding to messages > 30 seconds and updating the user > 2 minutes when searching, uses no jargon.	Maintains written contact with user responding to messages > 1 minute and updating the user > 3 minutes when searching, explains library jargon.	Maintains written contact with user responding to messages > 2 minutes and updating the user > 5 minutes when searching, uses jargon in context.	Maintains written contact with user responding to messages > 3 minutes and updating the user > 7 minutes when searching, uses jargon.	Fails to maintains written contact with user, uses jargon and refuses to define jargon when asked.
Accuracy (note: correct is a subjective term)	N/A i.e. a complete answer is not necessary and/or person disappears.	A complete and appropriate answer is given (when applicable). If not applicable, an accurate and complete referral is completed, such as creating a ticket or identifying the appropriate person/service to contact. If a resource is given it is a reputable and reliable resource.	An appropriate answer is given (when applicable). If not applicable, an accurate referral is completed, such as creating a ticket or identifying a libguide, or the correct person/service to contact. If a resource is given it is a reputable resource.	A partially correct answer is given (when applicable). If not applicable, an accurate referral is completed, such as identifying a user or a libguide. If a resource is given it may not be a reputable, reliable, or useful resource.	An incorrect or misleading answer is given (when applicable). If not applicable, an incomplete referral is completed, such as telling a user to search for a libguide or telling them to search the website for an answer. If a resource is given it may not be a reputable, reliable, or useful resource.	An incorrect answer is given (when applicable). If not applicable, no referral is completed. If a resource is given it is not reputable, reliable, or useful.
Follow up	Patron disappears quickly/no confirmation is necessary	Librarian confirms that the user has what they need. AND/OR Librarian tells user to return with questions later.	It is clear that the user has what they need from the transcript. AND/OR Librarian tells user to return with questions later.	It is clear that the user has what they need from the transcript.	It is assumed by the librarian that the user has what they need.	Librarian shows no interest in making sure user has the information they were looking for.

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