

InfoAnyTime – Tutor.com

InfoAnyTime is a real-time, web-based reference service that provides reference librarians to assist students, faculty and staff in finding information to support their academic research. The program, which began March 13th, was available through August 31st at Asnuntuck, Capital, Gateway, Housatonic and Tunxis Community Colleges. The InfoAnyTime program is contracted through Tutor.com and allows students of the five trial colleges to connect to a professional librarian 24/7. CLC has extended the Tutor.com contract through December 31st, 2005 for 8 Community Colleges at a cost of \$1,000 per school

The software used for these sessions includes chat, pushing and co-browsing web pages and the colleges' electronic databases. With no downloads or special software required, anyone with a web browser can access the service. InfoAnyTime can also be accessed through any computer on the five participating college campuses.

At the end of each session, students are emailed the transcript of the session.

· *Statistical breakdown* ·

As of early August, a total of 221 sessions have been tallied by Tutor.com. The breakdown, per college, is as follows:

VR Usage Summary March 13 - July 31, 2005

Calls by Community College	Total	Percent of Total Calls
Asnuntuck CC	13	5.88%
Capital CC	71	32.13%
Gateway CC	59	26.70%
Housatonic CC	21	9.50%
None of these	27	12.22%
Tunxis CC	30	13.57%
Total Answered Calls:	221	

Both Capital CC and Gateway CC lead the way with more than 58% of the reported use, followed by Tunxis CC with a little over 13%. The other two institutions (Asnuntuck CC and Housatonic CC) together had about 15% use.

According to Tutor.com, the majority of the inquiries were during the hours of 10:00 am and 5:00 pm, with a slight peak again at 8:00 pm. (please see attached Tutor.com report at the end for exact figures.)

Tutor.com also reports a total of 26 Program Surveys completed with an average rating of 5.85, out of a possible 7.

· *Session evaluation* ·

At the end of this section are actual transcripts of successful sessions which include certain elements:

1. Reference librarian's ability to draw out precisely the information sought by student.
2. Librarian determines how much or how little student has already done.
3. Provides several online sources and web addresses that can be accessed by student at a later date.
4. Brief description of these sources to help student properly navigate the information contained therein.
5. Good chat that both helps and teaches student further searching techniques for authoritative sources.
6. Use of the appropriate local college databases that address specific curriculum needs.
7. Appropriate language (technical vs. pedestrian) determined on a case by case base.
8. Setting limits with regards to librarian's position (cannot write the paper, but can help with sources, etc.)
9. Friendly hints and helpful suggestions that put student more at ease.
10. Professional online presence seen as an extension of the college library.
11. Complete transcript available to student once session is ended (as a reference document.)

Examples of online Tutor.com transcripts:

Transcript #1:

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Marisol Is there any info that will help me understand the story of Shiloh by Bobbie Ann Mason

Thank you for your inquiry. Please hold for the next available librarian. If you would like to send us an email request, please address it to Questions@VirtualReference.net

[Jennifer, a library staff member, is coming online...please wait.]

Jennifer Marisol, welcome to InfoAnytime. I'm looking at your question right now, and will be with you in a moment.

Jennifer Just a moment while I look.

Jennifer [Item sent - Bobbie Ann Mason's "Shiloh"]

[Bobbie Ann Mason's "Shiloh"](#)

Jennifer here is one commentary on the book Shiloh

Jennifer the url for the page is: <http://www.storybites.com/masonshiloh.htm>

Jennifer [Item sent - Shiloh Summary & Essays - Shiloh eNotes]

[Shiloh Summary & Essays - Shiloh eNotes](#)

Jennifer here is a site with quite a bit of information on the book. the url is: <http://www.enotes.com/shiloh/>

Jennifer Does this give you a good start?
Marisol Thaks much It does help
Marisol Thank you much sorry for mistake
Marisol [Item sent - Shiloh: Introduction]
[Shiloh: Introduction](#)
Marisol [Item sent - Shiloh Summary & Essays - Shiloh eNotes]
[Shiloh Summary & Essays - Shiloh eNotes](#)
Marisol [Item sent - Bobbie Ann Mason's "Shiloh"]
[Bobbie Ann Mason's "Shiloh"](#)
Jennifer Great. Was there anything else I can help you with?
Marisol No Thank you you've been very helpful
[Marisol - has disconnected]
Jennifer Terrific. Good luck with your paper.
[Jennifer - user has closed this session]

Transcript #2

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What kind of resources does my library have on child development? I am studying child development at Gateway
A reference librarian will be with you momentarily. Please wait for a greeting.
What kind of resources does my library have on child development? I am studying child development at Gateway
A reference librarian will be with you momentarily. Please wait for a greeting.
[Jose, a library staff member, is coming online...please wait.]
Jose , welcome to InfoAnytime. Im looking at your question right now, and will be with you in a moment.
Jose can you tell me more about your topic?
Visitor thank you
Visitor I am not really doing any papers or anything right now, but I haven't been to the library yet and I'm not sure where to look for library books on different child development books
Jose ok, please hold on
Jose let me show you how to get to the library catalog
Jose [Item sent - Online Catalog for Gateway Community College Library, Connecticut]
[Online Catalog for Gateway Community College Library, Connecticut](#)
Jose here we click on Gateway Catalog
Jose [Item sent - Simple Search]
[Simple Search](#)
Jose we will search by subject
Visitor thanks. i'm a little confused because the books seem to be divided into different sections of the library. they all have different call numbers
Jose we check "subject browse"

Jose [Item sent - WebVoyage]
[WebVoyage](#)

Jose right

Visitor [Item sent - WebVoyage Titles]
[WebVoyage Titles](#)

Jose as you can see here those are the subjects related to your question

Jose [Item sent - WebVoyage]
[WebVoyage](#)

Jose let me go back there

Jose as you can see there is a general child development subject and then several sub topics

Jose let's click on the first one

Jose [Item sent - WebVoyage Titles]
[WebVoyage Titles](#)

Visitor ok, so there isnt just one section of the library we all the books on child development

Jose here you have many books on your topic

Visitor ok

Visitor are these books all at the New Haven location?

Jose you will have to check one by one

Jose each item has a full record where you will have location information

Visitor ok

Visitor is the library at New Haven's location bigger then North Havens?

Jose I cannot say that. I am working from a remote location

Visitor ok, well thank you for your help Jose

Visitor [Item sent - WebVoyage Record View 1]
[WebVoyage Record View 1](#)

Jose my pleasure

Visitor [Item sent - WebVoyage]
[WebVoyage](#)

Jose Thanks for using InfoAnytime. Please connect again if you need further assistance.

[Jose - user has closed this session]

Transcript #3

=====

Natasha I am looking some sample of argumentive paper

A reference librarian will be with you momentarily. Please wait for a greeting.

[Helen, a library staff member, is coming online...please wait.]

Helen Natasha, welcome to InfoAnytime. I?m looking at your question right now, and will be with you in a moment.

Helen Hi Natasha,

Helen I see you're looking for a sample of an argumentative paper?

Natasha Hi

Helen Hi, I see you are looking for sample papers?

Helen [Item sent - The Arthur C. Banks Library at Capital Community College]
[The Arthur C. Banks Library at Capital Community College](#)

Natasha I have an article and I need some help om argeing with it

Helen are you looking for information on the topic?

Natasha no I need a sample of how to do an argementive paper on a newspaper article my instructor gave me

Helen thanks, we can check the sample papers available through the library first,

Helen which class is the assignment for?

Natasha English 101

Helen [Item sent - Archive of Students' Sample Papers]
[Archive of Students' Sample Papers](#)

Helen thank you,

Helen [Item sent - Archive of Students' Sample Papers]
[Archive of Students' Sample Papers](#)

Helen If you click on the link to English,

Helen on the left, you can see that there are 2 sample papers listed for English 101,

Helen I don't see an argumentative essay on the list,

Helen I'm going to check for more information now

Helen The "Research Paper" example may be helpful as a guide,

Helen are you able to locate this?

Natasha no

Helen [Item sent - Archive of Students' Sample Papers]
[Archive of Students' Sample Papers](#)

Helen there are links on the left of the page that I just sent,

Helen There is a link for "English"

Natasha I have it

Helen ok great

Helen if you scroll down to English 101

Helen there are 2 essays,

Helen the second essay is called ""The Growing Population of The Homeless In America"

Natasha I wish I send you the article and you cna help me to a arguementive paper

Helen I'm very sorry, I'm not able to help with writing the paper, but I would recommend that you contact your instructor,

Helen your instructor should be able to help you with the paper,

Natasha okay Thank you

Helen I can search for information about how to write argumentative essays if you like?

Natasha yes

Helen you're welcome,

Helen ok great

Helen [Item sent - Writing Argumentative Essays]

[Writing Argumentative Essays](#)

Helen this is one guide to writing Argumentative Essays that may be helpful,

Helen It goes through the recommendations step by step

Helen it is from Roane State Community College

Natasha okay

Helen please let me know if this is helpful

Natasha yes it probaly help me do an argumentive paper on my nespaper article

Natasha Thank you

Helen great,

Helen my pleasure,

Helen Can I help with anything else?

Natasha I need some information Tupac

Helen What kind of information on Tupac are you looking for?

Helen is this Tupac Shakur?

Natasha what kind of person is he wha t kind of poems did he write

Helen [Item sent - WebVoyage Record View 1]
[WebVoyage Record View 1](#)

Helen This is a book written by Tupac Amaru Shakur, called "The rose that grew from concrete "

Natasha I ned the biography of him

Helen thanks,

Helen checking for more information now

Helen please hold on a few moments

Helen [Item sent - Capital Databases]
[Capital Databases](#)

Helen these are the databases that are available for you to search through the library,

Helen have you searched in the databases before?

Natasha NO

Helen They can be helpful when looking for information from journals, magazines, newspapers,

Natasha okay

Helen a good database to begin with will be the "Literature Database" called

Helen Contemporary Literary Criticism/Contemporary Authors

Helen you'll need to scroll down a bit to see this under "Literature Databases"

Natasha What is the website that you sent me

Helen this is the Library Database page,

Helen are you able to see it on your screen?

Natasha yes

Helen ok, great

Natasha okay

Natasha Thank you for helping me with this
Helen you're very welcome,
Helen were you able to open up the database?
Natasha No but hit says I have to leave info any time to do it
Natasha Are you still there
Helen are you on campus?
Natasha no at home
Helen if you're off-campus,
Helen ok thanks,
Helen there is a link at the top of the screen,
Helen that says "Click HERE to access from off campus."
Helen if you go there first,
Natasha oh okay
Helen you;ll need to scroll down to find "Gale's Contemporary Authors
"

Helen and then you can click on that link,
Natasha okay
Helen and you'll be asked to enter in your username/password
Natasha okay
Natasha Thanks
Helen you're welcome,
Natasha How long are you on for
Helen we are actually here 24/7,
Helen so you can call in anytime you like
Helen I'm also checking in Enyclopedia Britannica now,
Natasha Are you there
Natasha helen are you there
Helen Sorry about that
Helen lost my connection for a moment
Helen are you stlll on the line?
Natasha yes but going to do my homework an the information yo gave
me
Helen ok great,
Natasha I mean
Natasha alright talkk to you later
Helen ok please let us know if we can help with anything else
Natasha okay thank again helen
Helen you're very welcome,
Helen thanks for calling in
Natasha bye
Helen goodbye
[Natasha - has disconnected]
[Helen - user has closed this session]



Connecticut Library Consortium
August 3, 2005
Tutor.com Custom Report

VR Usage Summary

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Program Surveys Completed	Average Rating (Out of 7)
26	5.85

Calls by Hour	
Hour	Number of Calls
0	5
1	3
2	2
3	4
4	1
5	2
6	0
7	1
8	3
9	6
10	20
11	17
12	16
13	12
14	19
15	19
16	20
17	21
18	8
19	14
20	15
21	11
22	9
23	9