



Have you recently provided great chat reference service to an Answerland patron? Or do you know someone who has?

Show your Answerland colleagues that you value the customer service we all provide to our statewide patrons with a nomination for Answerland's Notable Transcript Award. All chats from March 1, 2021 or later are eligible. You can nominate your own or your co-workers' sessions. Eligible nominees are Answerland volunteer library staff or partner library staff who staff any Answerland queue (Public, Academic, Law, Answerland General, Cooperativa en Español)

As a reminder, the Answerland Quality Team uses the following rubric as a guideline in evaluating chat reference transcripts:

- A cheerful, welcoming tone
- A good reference interview (asking clarifying questions)
- Use of authoritative resources as appropriate for the research task
- Good general communication skills
- Offering more help
- Gracefully concluding the chat transaction

There are 2 steps to submit nominations:

1) Please submit your nomination via email, include the librarian's name, transcript # to Jennifer Cox by **March 15**.

2) We ask for you to tag the transcript with the "Transcript Awards" tag in LibAnswers. Directions on how to do that are attached to this email

We will select the top three chats and award nominees by **May 6th**.

THANK YOU! A huge thanks to everyone for all their hard work on Answerland – without each of you, Answerland would not be a success.

Best wishes,

[Answerland Quality Team]

Valerie Florez

Alissa Renales

Clare Sobotka

Heidi Senior

Jennifer Cox