**Project Goals**
- Quality of Service
- Service Standard
- Training Gaps

**Developing the Codebook**
Codebook based on RUSA guidelines to assess the quality of chat responses in 5 categories:
1. Approachability
2. Interest
3. Teaching (reference questions only)
4. Answering
5. Wrapping up

Multiple rounds of testing:
- Inter-rater Reliability
- Common understanding of what did and did not count as a “yes” for meeting standards.

**Reviewing the Transcripts**
- A script was run to download a random sample of chat transcripts
- Files containing 60 chats were created for each reviewer
- An additional 80 transcripts were downloaded as spares for transcripts that could not be reviewed
- All seven members reviewed at least 55 chats, the total number reaching 387

**The Transcript Review Form**
Created using Microsoft Forms:
- Each question was Yes/No
- ‘No’ responses required feedback
  - Analyzed qualitative trends from feedback

Tested form by reviewing random sample of the same chats:
- Goal was to meet 80% threshold for agreement using a pairwise reliability calculator
- Criteria was met for all variables

**Completing a Quality Assurance Assessment on a Consortial Virtual Reference Service**

**Conclusions**
- Results were positive but we found some opportunities for improvement
- Training materials can be updated to include or emphasize opportunities for improvement
- Periodic review of transcripts every two years

**Working Group Members**
- Aleksandra Blake (Carleton)
- Chelsie Lalonde (Ontario Tech)
- Erik Rayment (Western)
- Guisly Mondesir (Scholars Portal)
- Lisl Schoner-Saunders (Algoma)
- Michele Chittenden (Queen’s)
- Sabina Pagotto (Scholars Portal)

**Timeline**
- Created and updated the codebook: March 2021
- Ran tests to establish agreement: September 2021
- Analysis of results: February 2022
- Formed working group: July 2021
- Consulted OCLS AskOn chat coordinator about their transcript review process: November 2021
- Created and updated the form: April 2021
- Assigned chats and reviewed transcripts: April 2022

**Transcript Review Results**

<table>
<thead>
<tr>
<th></th>
<th>Was the operator approachable?</th>
<th>Was the operator maintain word contact?</th>
<th>Were teaching opportunities used?</th>
<th>Did the operator answer the visitor’s question?</th>
<th>Did any wrap-up occur?</th>
<th>Did the operator invite the user back to the service?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approachability</td>
<td>93% Yes</td>
<td>94% Yes</td>
<td>89% Yes</td>
<td>98% Yes</td>
<td>96% Yes</td>
<td>64% Yes</td>
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<tr>
<td>Interest</td>
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<td>Teaching</td>
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<td>Answering</td>
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<tr>
<td>Wrapping up</td>
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