Of course these discussions could have gone on forever also, but the topics brought to the table were as follows:

1. Brief introduction of all those in the room
2. Belinda gave a brief overview of her school’s experience (Miami University) with Chat
3. CWRU attendee gave a brief description of their experience using LivePerson software which costs $150 per month for 2 seats (is there an initial fee and this is the ongoing monthly rental fee?)
4. General discussion of “the declining reference question” environment
5. Agreement on the fact that chat and email reference services are increasing at a parallel level
6. Acknowledged that all of these new and changing services will require a different staffing model fairly soon
7. Chat, after a certain level of usage is reached, becomes not doable at the reference desk
8. More talk about subject specialists/liaisons and there was discussion about the current usage of the OhioLINK Subject lists already in existence. Perhaps these subjects could also be expanded, a leader or coordinator identified, and they could also play a more active role in creating liaisons for this new service.
9. Use of students for this service and how to pay them
10. Possibly consider using subject specialists or subject liaisons naming it “office hours” on the service
11. A lot of discussion around the guidelines and the necessity of guidelines or boundaries for areas such as medical and legal specialties, even some canned disclaimers. Different staffing model may need to be considered for some of these specialties; hospitals expect reference available for patient care at all times
12. In addition, disclaimers may be necessary for anything we deliver in print. Not necessary when we just offered clients verbal answers to questions.
13. Some Ready Reference aids for different subjects
14. A way to identify (maybe just a list or, once again, on the famous general info page provided for each institution) the shared databases and the ones unique to each institution
15. When staffing it will be necessary to make sure two small schools with fewer resources are not scheduled at the same time
16. Service standards very necessary – quality, perhaps necessary to start off with fewer hours that are less ambitious and practice a lot before we extend to so many hours
17. Acknowledgment that public library clients are very different from all of our clients
18. Licensing and copyright, needs real clarity
19. Clear definition of the scope of our services
20. Reiteration of desire to find a process of informing each institution of their client’s questions and also to funnel the question to its home institution if they are online