Title
Chatting via QWIDGET: Does the Interface Make a Difference?

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Why the Dramatic Increase?

October 2006: University of California Libraries begin to provide digital reference via OCLC’s QuestionPoint: Use of the service = steady growth

March 2008: We start to use the Qwidget from QuestionPoint. Chat use skyrockets!

How does the Qwidget impact the UC Digital Reference today? Still going strong:

BEFORE

AFTER

The Qwidget can go anywhere!

Does the Interface Make a Difference?

Easy for the Patron;
Librarian still has Questionpoint Tools

More chatty like Instant Message