

# NCknows 2012 NCCCLRA Meeting

*Asheville!,  
April 3rd 2012*

# NCknows: Big Doings

- \* Transitioned to Libraryh3lp
- \* Retrained all librarians and edited all links/widgets
- \* Outreach to new libraries- NCSU / NCpedia
- \* Finished 6 months of record-breaking traffic.

# Why the fuss?

## Libraryh3lp Predictions

- More popular with patrons - higher traffic
- More popular with librarians- easier to train
- More sustainable in other words... cheaper
- Better quality

# Transitions- fun!

- Changed code for all libraries
- Populated profiles for all libraries
- Trained hundred of librarians in 5 regional trainings and untold # of phone trainings.
- Created hundreds of accounts
- Customized widgets/buttons/service rollover
- Create support website
- Added new libraries (NCSU amongst others)
- Checked on all libraries for compliance.

# Wait- there's more!

- Hired staffmembers to provide afterhours coverage- hundreds of applications.
- Trained staff and got them up and running in UNC system.
- Trained and supervised 6 volunteers
- Created Fall Schedule

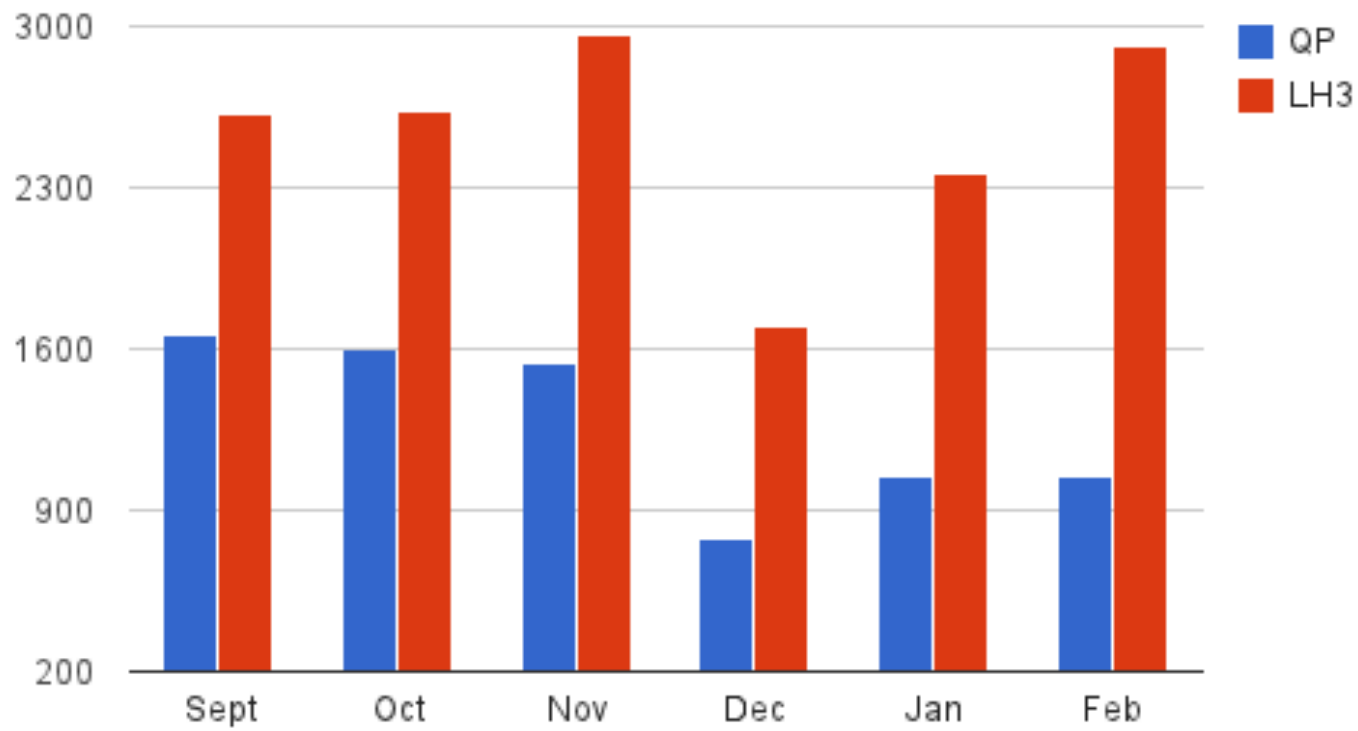
Went live week of Aug 22- on time!

# "More Popular with Patrons"

Well was it?

- Anyway you slice it, traffic was higher.
  - Widgets vs. buttons
  - More libraries (NCpedia, NCSU)
  - Better marketing (Lenoir Rhyne, NCpedia)

# Raw NCknows Traffic



Library Home  
Hours  
Off-Campus Password  
Services  
Library Help  
About the Library  
Faculty Focus  
Contact Us  
Quick Research Links  
Interlibrary Loan  
New Books!  
Keep up with the library  
Lohr Learning Commons



## Carl A. Rudisill Library

## Start your search here

- To find books, e-books, videos and more, search the **library catalog**
- To find articles in journals and magazines, search the **online databases** or use **Powersearch**
- To find a specific journal, either print or online, use the **Journal Finder**
- To find course reserve readings, search the catalog by **professor** or **course**

Check out our customized resource guides in your subject area at **LibGuides**. Suggest additional Libguide topics **here**!

Report website errors **here**

### Ask a Librarian

Type here to chat. Press ENTER to send.

**mango.**  
languages

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## Moye Library

March 15, 2011



Search the  
Library Catalog



### Chat With A Librarian



Type here to chat. Press ENTER to send.



# Widgets/Placement Work

CML: 277 (Sept only)

QP 2011: 693

Lenoir Rhyne: 47 (Sept only)

QP 2011: 4

Barton: 31 (Sept only)

QP 2011: 16

Moc: 38 (Sept only)

QP 2011: 30

NCpedia: 310 (Sept only)

# Community Colleges

Central Piedmont **96 (2011)**

28 (2010)

Wake Tech **199 (2011)**

89 (2010)

# "More Popular with Librarians"

Thanks to CC librarians who help!

- Central Piedmont
- Wake Tech
- Pitt CC
- Vance Granville CC

# After Hours Quality?

- Elusive- need to evaluate over the summer.

Things I've seen:

Wait times

Length of session

"Extra mile" factor

Busy times

# Business Hours Quality?

## Issue #1: Daytime staff

- New model means people need to show up and answer questions during the day.
- Tighter staffing and higher traffic- morale cruncher.
- NCpedia solution
- Coop- crazy librarian idea?
- At the same time- more libns doing VR, sometimes 9-12 libns on at one time in NC.

# Opportunities to Improve

- Staffing levels: biggest issue
- Social networking/communication
- Buttons to Widgets, Better Marketing
- Circulation issues
- More outreach
- Take greater advantage of LH3- SMS
- Surveys & Profiles
- Software improvements (Banning!)
- Website for Staff





Thank YOU!!!