Chat with a Librarian
Site Coordinator Responsibilities

This list provides guidance but may not be exhaustive of all the things Chat with a Librarian may ask of its Site Coordinators. It is estimated that Site Coordinator duties will take approximately 1 hour per week to perform in addition to any time the Site Coordinator may spend actively staffing the service. We appreciate all your contributions to the success of Chat with a Librarian!

1. **Promotes Chat with a Librarian**
   a. Is an internal advocate within the library for Chat with a Librarian to ensure that Chat with a Librarian links and/or chat widgets are in visible locations on the library’s website
   b. Works with local staff to ensure that Chat with a Librarian is a component of outreach to the local community
   c. Keeps the library system’s administration and staff informed about Chat with a Librarian

2. **Coordinates Scheduling**
   a. Works with the HSLC Chat Support Specialist to schedule the library’s shifts on Chat with a Librarian
   b. Ensures that scheduled shifts are covered and communicates need for statewide assistance if a shift cannot be covered locally

3. **Staff Management and Training**
   a. Oversees local library staff who provide Chat with a Librarian chat service
   b. Identifies staff that will need training from the statewide service and communicates need with the HSLC Chat Support Specialist
   c. Administers training needs that can/should be met locally
   d. Alerts the HSLC Chat Support Specialist of contact or staff changes

4. **Supports the Quality of the Service**
   a. Keeps the library’s Policy Page in QuestionPoint populated and up-to-date
   b. Reviews a representative sample of sessions from their librarians and sessions from outside librarians with their patrons on a monthly basis
   c. Sends sessions in need of improvement to the HSLC Chat Support Specialist or QuestionPoint quality assurance team
   d. Oversees the local referral process for addressing questions needing email follow-up and ensures staff assists with shared follow-up

5. **Is an Active Member of the Chat with a Librarian Community**
   a. Contributes and solicits agenda topics from staff for statewide meetings
   b. Participates in discussions at meetings and online via the Chat with a Librarian listserv