Online Check-in Service: Creating a consistent user experience for virtual research appointments

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**Online Check-in Service:**
Creating a consistent user experience for virtual research appointments

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**INTRO:** Virtual Services are here to stay! Our new virtual services have taken off! Here is what UAlbany did to improve the user experience of a new virtual research consultation program.

**PROCESS**
- Launched a virtual research consultation service
- Employed feedback surveys and journey mapping to find user pain points
- Discovered an inconsistent user experience
- Researched how libraries and non-library businesses managed appointment bookings

**PROBLEM**
- Too many video chat platforms = very inconsistent experiences for students.

**SOLUTION**
- Add a dedicated chat widget for online check-in
- Students enter the chat with their appointment information available for librarians to review
- Librarians pick up the chat, and launch integrated Zoom screensharing with the student.

**BENEFITS**
- Easy check-in for appointments online
- Chat system automatically tracks statistics when someone checks in
- Staff have already been trained on the platform

Major airlines have **mastered user experience** for online check-in services and serve as an **excellent model** for libraries that offer remote appointments.

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**Virtual Research Consultations**

**Search by**
- Booking reference

**Booking Reference**
- Booking reference...

**Departing Airport**
- Departing airport...

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