

DesktopStreaming™

Like being there.

SUMMARY

The Enterprise

Bucknell University's Bertrand Library in Lewisburg, Pennsylvania.

The Challenge

Provide 3,500 undergraduate students with remote assistance to the library's reference and technical support desks.

The DesktopStreaming Solution

The library utilizes DesktopStreaming to teach students how to effectively use the library's online resources. The library's technical support staff also use DesktopStreaming to remotely assist students.

The Results

With DesktopStreaming, the library can accommodate students who wouldn't normally use its facilities. Library staff can teach students how to use reference materials more effectively than over the phone.

The Return on Investment

DesktopStreaming gives the library a strong virtual presence. With DesktopStreaming, the reference desk is able to provide timelier and more effective customer service in assisting remote students, and the technical support desk saves significant traveling time by helping students remotely.

Bucknell University Library Builds Virtual Reference and Support Desks

The research methods of university students have dramatically changed in the past few years. With the advent of the Web and other online tools, students have come to expect immediate access to information without having to leave the convenience of their dorm rooms or apartments. Isabella O'Neill, manager of the References Services Program at Bucknell University's Bertrand Library, noted this trend. She needed a way to help remote students use the library's online research and reference system. Now the Bertrand Library uses DesktopStreaming at its reference and technical support desks to effectively assist remote students.

Close to 99 percent of Bucknell University's 3,500 undergraduate students have their own computers, and most of these students have high-speed Internet access. The result is that they can get more work done from their dorm rooms or apartments than ever before.

This issue became one of Bertrand Library's biggest challenges: how to help students who rarely visit the library take full advantage of the library's wealth of resources. "Students can get more work done outside the library building," says O'Neill. "We needed to supplement the physical library."

"DesktopStreaming is our response to how students are working today."

The library's solution was to implement DesktopStreaming at its reference desk. With the "RefDesk Live" service, the reference desk provides students live assistance with the library's online reference tools, such as a catalog of several full-text journals. "We can now be relevant to remote users," says O'Neill. "DesktopStreaming is our response to how students are working today."

DesktopStreaming also considerably assists students who are studying abroad or attending off-site conferences. "DesktopStreaming gives these students who can't come in a way to contact us."

Valuable as a Teaching Tool

With DesktopStreaming, the reference desk not only shows, but also teaches students how to use the library's online services. "We don't just spoon-feed students the information," says O'Neill. "There's also an educational aspect." DesktopStreaming's ScreenSharing feature allows the reference desk to view the student's computer screen

KEY FEATURES AND BENEFITS

Web-Based Solution

No installation is necessary on end-user machines. One-click access puts your users in immediate communication with your support reps and enables them to remotely view and control your users' computers, reducing handling time and increasing first-time resolution.

Fast and Easy to Implement

Your enterprise can be up and running within 48 hours; no additional infrastructure is needed. DesktopStreaming does all the setup and hosting on our secure servers.

Low Cost of Ownership

DesktopStreaming is the most cost-effective ASP solution for remote assistance. There are no hidden per-session or per-customer fees.

Reliable

DesktopStreaming is firewall friendly, making connectivity extremely reliable. It functions at optimal levels via high-security facilities, redundant systems and 24/7 monitoring.

Secure

State-of-the-art security features, proprietary compression technology and 128-bit AES encryption ensure that the data exchanged between users and support reps is completely secure. Expertcity, provider of DesktopStreaming, is SiteSecure Certified, a standard that ensures the security of your systems and data, and that of your customers, when using DesktopStreaming.

and share mouse and keyboard control, providing an effective way to show the student how to research. "If students need a journal article about Nathaniel Hawthorne, we can show them how to search the database. We can even use DesktopStreaming's Draw feature to point things out," O'Neill says. "We simply can't do that over the phone."

According to O'Neill, students are immediately comfortable with DesktopStreaming because of their familiarity with technologies such as chat. "The students tell us DesktopStreaming is really cool."

Easy Justification for Help Desk Support

For students needing technical help, the library also uses DesktopStreaming for its technology help desk support. With "Tech Desk Live," students or anyone affiliated with the university can get technical help. "We've had parents of future students use DesktopStreaming to ask us what computer to get for their son or daughter," says Don Rea of the library's Information Services.

DesktopStreaming was easy to justify for the technology desk. "We can easily show that we have improved student services," says Rea. Before DesktopStreaming, the library's technical support staff had to travel across campus to handle issues they couldn't resolve over the phone. "Now they use DesktopStreaming," says Rea. "We save staff time, and the savings is probably equivalent to adding another staff member."

"DesktopStreaming was a one-to-one match to everything on our wish list."

Features That Best the Competition

When it came time to find a remote-support tool, the library looked at peer-to-peer solutions, but those solutions didn't have DesktopStreaming's level of performance or features, such as Chat, Web Page Push or the Management Center. The library ultimately chose DesktopStreaming because of the features and performance. "We got really excited when we found DesktopStreaming," says Rea. "It was a one-to-one match to everything on our wish list."

For O'Neill and her colleagues, the bottom line is that DesktopStreaming effectively represents the library's services within the student community. "DesktopStreaming gives us a presence out there. It gives us the image of a virtual library," she says.

Arrange a Demo: www.DesktopStreaming.com • Phone: (800) 549-8541

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