



The Power Punch of Virtual Reference Tools

Sponsored by:
VALE Reference Services
Committee

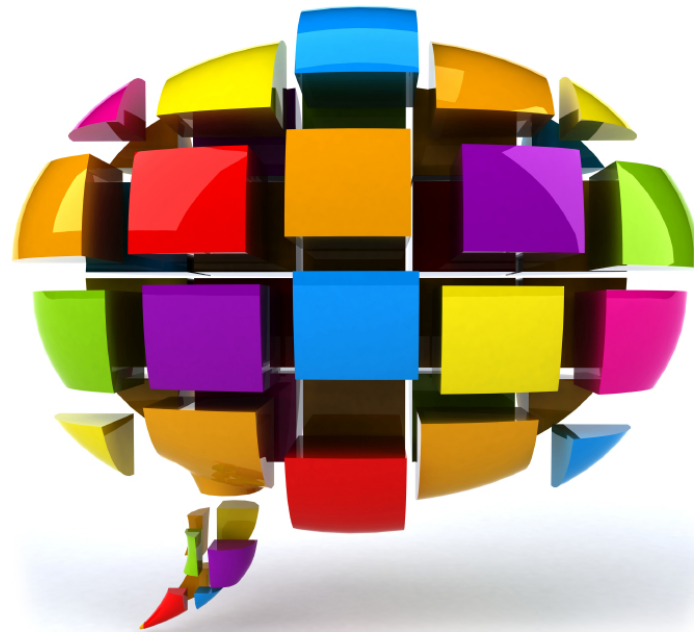
LibraryH3lp

Madel Tisi,
Ramapo College

Anthony Joachim,
William Paterson University



What is LibraryH3lp?



LibraryH3lp is an integrated
web chat/IM/SMS platform



Co-Creator is a Librarian!

Pam Sessoms wins *Library Journal* award

Congratulations to Pam Sessoms, interim head of the Undergraduate Library. Sessoms has been named a 2009 “Mover & Shaker” by *Library Journal*.

The award recognizes Sessoms for her creation of LibraryH3lp (pronounced “Library Help”), a virtual reference tool that she co-developed with her computer-programmer husband, Eric. LibraryH3lp makes it easier for reference librarians to respond to IM and chat reference questions.

Libraries at UNC use LibraryH3lp, which was initially designed to permit sharing of night-time virtual reference with colleagues at North Carolina State and Duke University libraries. Approximately

50 other institutions have now implemented the software.

Sessoms credits her colleagues at UNC, Duke and NCSU with fostering an environment where taking risks and experimenting is possible. “I’m especially thankful for the Davis Reference staff,” she said. “They have been through a million different chat systems, upgrades, tweaks and changes over the years, and have never batted an eye.”

Sessoms earned her B.A. and M.L.I.S.

from UNC. She has been with the Reference Department in Davis Library since 1994. In 2008, she was a recipient with Tom Nixon of the Outstanding Teacher of the Year Award for adjunct faculty at UNC’s School of Information and Library Science.



(From [Windows, Fall 2009](#), accessed June 16, 2012)



Features

- Entirely Web-based
- New Message Sound Alerts
- Typing Notification
- Optional Chat Transcripts
- Email Transcripts
- Customizable Widgets

George T. Potter Library

Find Us

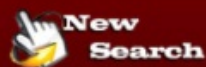
Library Home

Student Resources

Faculty Resources

About the Library

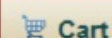
Ramapo Home



Search

Keyword

Go



Lists

Advanced Search | New Titles | Course Reserves

How do I?



Questions?



Mobile Catalog

Browsing on your phone? Try the



Mobile Catalog

Beta

Minimum device requirements:
iOS 4.3 or later;
Android 4.1 or later;
Windows phone 7.1 or later;

Welcome to George T. Potter Library Catalog

Search for:

Keyword

and

Keyword

and

Keyword

[+]

Search

[New Search](#)

Item Types:

☐ American History Textbook Project

☐ Archive Material

☐ Bestsellers

☐ Books

☐ Cahill Center

☐ DVDs

☐ Electronic book

☐ Electronic journals

☐ Equipment

☐ Laptops

☐ Miscellaneous AV materials

☐ New Jersey Documents (electronic)

☐ New Jersey Documents (print)

☐ Print journals, magazines, or newspapers

☐ Reference materials

☐ Reserve materials for specific courses

☐ Streaming video

☐ US Government Documents (electronic)

☐ US Government documents (print)

☐ VHS

Subtypes

Any audience

Any Content

Any Format

Publication Date Range:

For example: 1999-2001. You could also use "-1987" for everything published before 1987 or "2008-" for everything published after 2008.

My Library Account

Ramapo Login Instructions

Login: R Number
Password: Last Name

Non-Ramapo Login Instructions

Login: Library Barcode
Password: Last Name

Login:

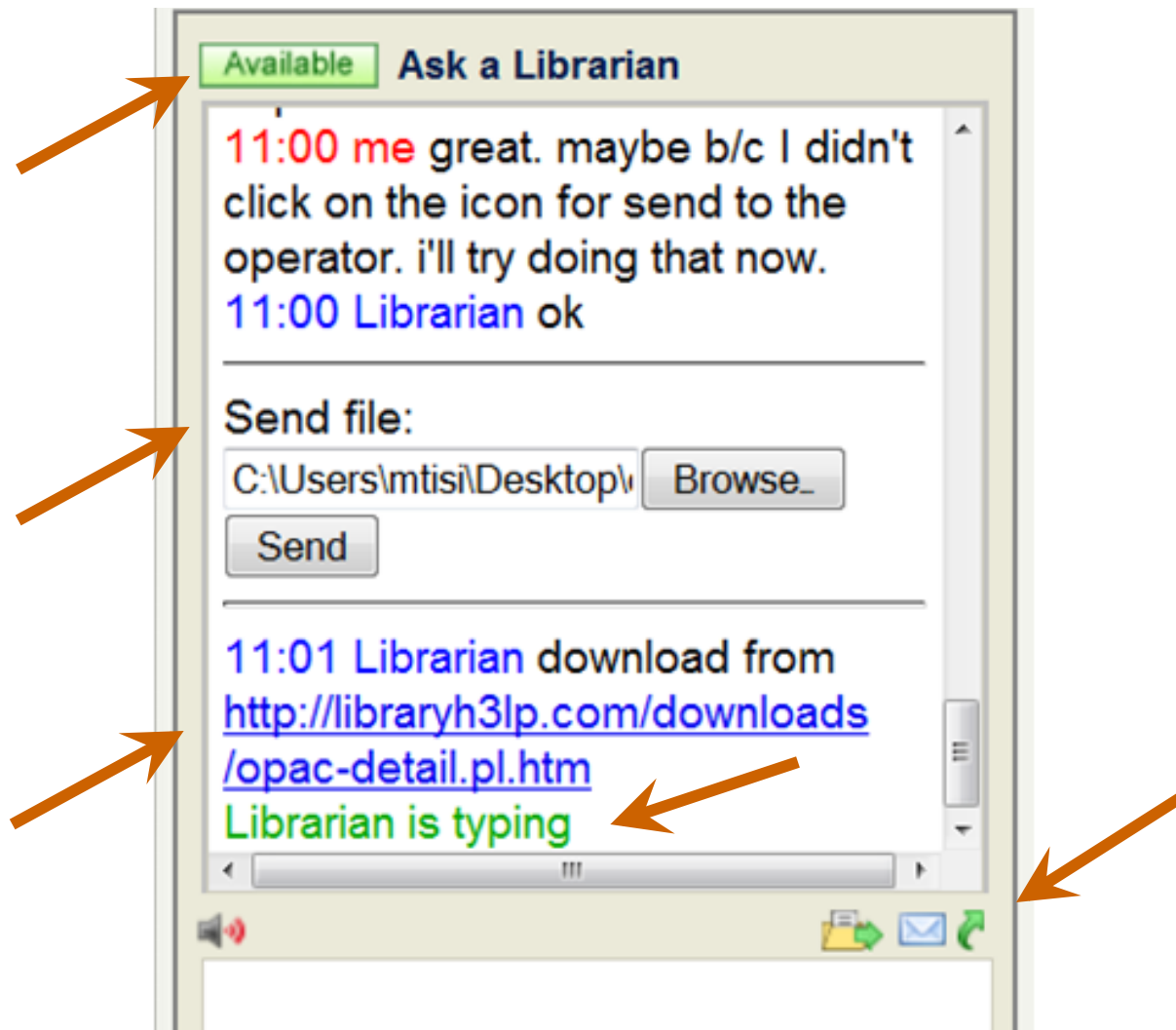
Password: (All Lowercase)

Log In

Contact Us if Unable to Log In
Tel: 201-684-7500



Chat Widget : Patron View





Chat Widget : Librarian View

Available ▾ | bobkrumm is

25139517731386877157250306 -> potterlibrarys-queue

Email Transcript Tag for Followup Transfer Chat Send File Block

? IP Address: 159.91.216.52

2:39 25139517731386877157250306 Hi, does your library have a no food/drink policy?

2:39 me Yes. Drink is allowed. Food is not allowed.

2:40 25139517731386877157250306 Does your college have a cafe? Also, how does your college enforce the policy?

2:41 25139517731386877157250306 I am chatting from The College of New Jersey Library. We are looking at other College's Food/Drink Policy...this why I am asking. Thanks.

2:43 me Okay. I can't speak on the policy for the whole college. This is just the policy for the college library. We used to ban drinks, too, but that was a losing battle. Now we only ban eating. We have signs at the entrance to the library stating the policy.

2:44 25139517731386877157250306 Great. Thanks. I was only interested in the Library. Do you have a cafe in your library?

2:45 me We do not have a cafe in the library.

2:45 25139517731386877157250306 Great. Thanks for your help. I truly appreciate it.

2:45 25139517731386877157250306 has left the conversation



Pros

- Multiple Queues & Librarians
- Highly Responsive Staff
- Extensive Documentation
- Mobile-device Friendly
- Optional Text/SMS features
- Price is Right!



Costs

Academic Libraries

annually by student FTE

1,000 or fewer	\$180
1,001 - 2,500	\$240
2,501 - 5,000	\$300
5,001 - 10,000	\$360
10,001 - 15,000	\$420
15,001 - 20,000	\$480
20,001 - 25,000	\$540
25,001 - 30,000	\$600
30,001 - 35,000	\$660
35,001 - 40,000	\$720
40,001 - 45,000	\$780
45,001 - 50,000	\$840
50,001 - 60,000	\$960
60,001 - 70,000	\$1080

Optional: SMS

add-on packages available:

1,000 messages	\$50
5,000 messages	\$150
10,000 messages	\$250
20,000 messages	\$500

includes dedicated phone number
available in US, Canada, and UK only

No set-up fees or hidden charges!



Cons

- *Some technical issues*
- *No scripted messages*
- *Audio Alert Only*
- *No Co-Browsing Functionality*



Bonus Features

- Flexible License
allows for sharing across institution
- Customizable FAQs
part of the standard subscription
- After Hours Staffing Options
*partnered with **Chatstaff** for after hours coverage, at additional cost*
- Reports



Custom FAQs

Ask a Librarian

Find what you need in our searchable FAQ.

All ▾

start typing your question...



Is there a fax machine available in the library?

69 views | 22 👍 30 👎 | Last updated on **Apr 10, 2013**

Yes! Since January 7th, 2013, Lending Services has provided a fax for students, similar to the one available from Hospitality Services, in the Student Center. Our pricing model follows that of Hospitality Services: \$.50/page within 973 area code \$1/page to all other area codes Unlike Hospitality's service, our fax service is available evenings, weekends, or whenever we are open. St... [read more](#) ➡

SHARE THIS FAQ



CONTACT US

[Real-time chat](#)

973-720-2116

[E-mail us](#)

MORE HELP

[Schedule Research Help](#)

Can alumni borrow books from the library?

66 views | 26 👍 26 👎 | Last updated on **Apr 11, 2013**

The Cheng Library welcomes WPUNJ alumni to visit the collections, which can be freely used within the library. Alumni can borrow books from the library. Call 973-720-2175 or email alumni@wpunj.edu for more information.

Answer

Yes! Since January 7th, 2013, Lending Services has provided a fax for students, similar to the one available from Hospitality Services, in the Student Center.

Our pricing model follows that of Hospitality Services:

- \$.50/page within 973 area code
- \$1/page to all other area codes

Unlike Hospitality's service, our fax service is available evenings, weekends, or whenever we are open.

Stop by Lending Services (just as you enter the building) or call 973-720-3180 with any questions.

(973-720-2175 or email alumni@wpunj.edu for more information) may borrow up to 30 items for 28 days



Reports

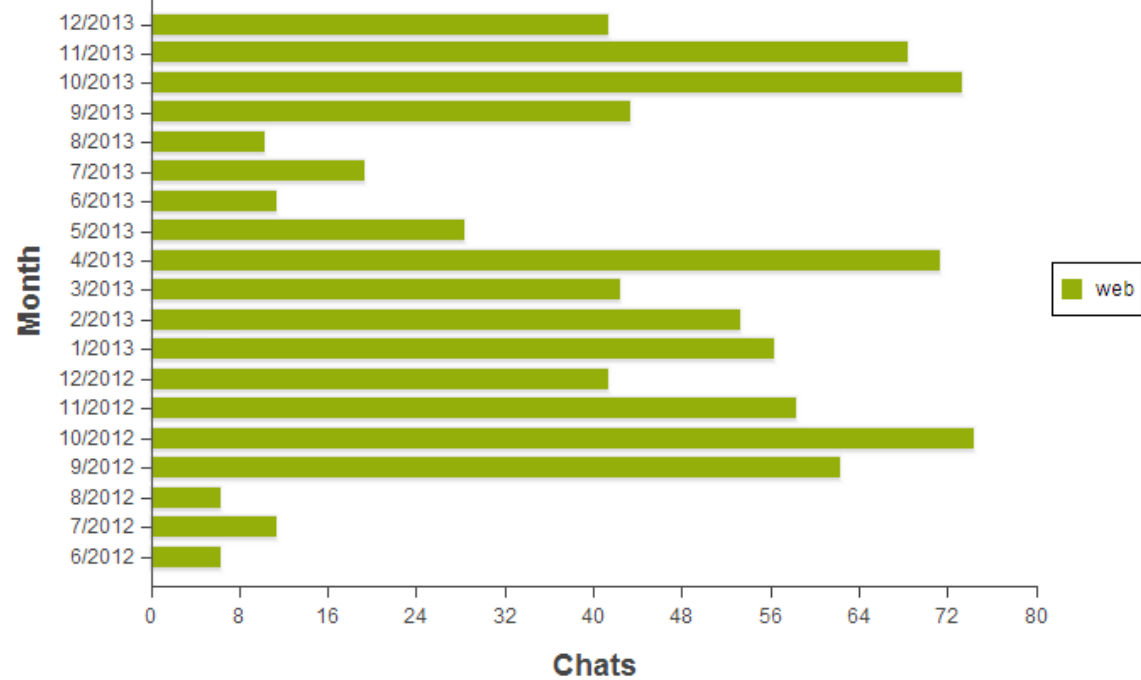
Welcome, joachima1! Logout

Report Options

Choose Report: Chats Per Month
 Start Date: 2012-06-01
 End Date: 2013-12-31
☐ Include Not Answered
 Minimum Chat Duration: 45

Generate Report

- ☐ Queue
- ☐ askthesecc
- ☐ chenglending
- ☒ chengreference
- ☐ ugradadmin



Protocol	6/2012	7/2012	8/2012	9/2012	10/2012	11/2012
web	6	11	6	62	74	5

Save Chart

Download CSV

Mosio

Michelle Martin,

Burlington County College

Overview

Mosio is a web-based text, online chat and email service which enables library reference staff to interact with increasingly mobile users.


Simply put, this allows us to engage with our community college students in a venue they understand and use with each other, daily.

Text is the new talk!





All Channels - Users' Choice


Burlington County College x Burlington County College x
staff.bcc.edu/library/



BCC Burlington County
BURLINGTON COUNTY COLLEGE
We Can Get You There. **Libraries** Pemberton Campus • V Mount Laurel Campus

HOME ABOUT LIBRARY CARD CATALOG ELECTRONIC RES


 **Text a Librarian!**
Text: AskBCC
To: 66746


 **Need Help?**
Click here for our FAQ


 Find us on Facebook



bcls
burlington county library system

Welcome to the Burlington County College Library, the Academic Information Center of BCC.
The Library supports the College's mission of providing all individuals access to affordable and quality education. To advance this mission, the Library strives to acquire, organize, and provide access to scholarly materials in all formats to support the educational programs of the College, to assist and instruct in the use of information resources, to provide a balanced and diverse collection, and to offer the broadest possible access to information.

 **Distance Education**

 **Find a Book**
We can help, Click here!

 **Electronic Resources**
We can help you find articles!

 **Multimedia**
Click to learn about our services!

Session Information (click and drag to move)
59 minutes remaining Lock Done

Ask a Question - Google Chrome
https://chat.mosio.com/par/chat/new_chat/AskBCC

Hello! Please type in your question and select your preferred contact method:

Type your question here.

Respond to me via:

- ☒ Start a Live Chat
- ☐ Text Message
- ☐ Email

Submit

Message and data rates may apply.

powered by mosio


Chat with Us

12:50 PM
12/19/2013





All Channels - Users' Choice


Burlington County College x Burlington County College x
staff.bcc.edu/library/


 **Burlington County Libraries**
Pemberton Campus • Mount Laurel Campus

HOME ABOUT LIBRARY CARD CATALOG ELECTRONIC RESOURCES


 **Text a Librarian!**
Text: AskBCC
To: 66746


 **Need Help?**
Click here for our FAQ


 **Find us on Facebook**


 **bcls**
burlington county library system

Welcome to the Burlington County College Library, the Academic Information Center of BCC.
The Library supports the College's mission of providing all individuals access to affordable and quality education. To advance this mission, the Library strives to acquire, organize, and provide access to scholarly materials in all formats to support the educational programs of the College, to assist and instruct in the use of information resources, to provide a balanced and diverse collection, and to offer the broadest possible access to information.

 **Distance Education**

 **Find a Book**
We can help, Click here!

 **Electronic Resources**
We can help you find articles!

 **Multimedia**
Click to learn about our services!

Session Information (click and drag to move)
58 minutes remaining Lock Done

Ask a Question - Google Chrome
https://chat.mosio.com/par/chat/new_chat/AskBCC

Please type a message to begin the chat.

You 12:51:23: chat test
ILRCLibrary 12:51:48: Test works
You 12:51:54: Thank you!

Start typing...

Send Stop Chat

powered by mosio

Chat with Us

12:51 PM 12/19/2013



Dashboard Display



[My Microboard](#) | [Settings](#) | [Help](#) | [Logout ILRCLibrary](#)

[Search](#)

Keyword: [AskBCC](#)

Viewing Chronologically [Change](#) | [My Notifications](#)

1/41

[Next Page](#)

I need help with student email

[\[Textspeak Translator\]](#)

Auto-responder sent: We are currently closed. We received your message and will reply within (1) business day.



patron24207924 (1 Q)

Wed Dec 11, 2013 8:03am

add answer



call 894-9311, ext 1388, or email:
bccstudent_infodesk@mymail.bcc.edu for assistance.

TECLIBRARY (0 Q / 161 A)

Wed Dec 11, 2013 9:00am

[Comment to TECLIBRARY](#)

[Permalink](#)

What are the library hours ?

[\[Textspeak Translator\]](#)

Auto-responder sent: We are currently closed. We received your message and will reply within (1) business day.



patron10434050 (2 Q)

Mon Dec 9, 2013 8:53pm

add answer



Support Widget Admin

● Chat On :: [Turn Chat Off](#)

Chat Agents Online: 2

ILRCLibrary

TECLIBRARY

URL: <http://staff.bcc.edu/library/>

IP: 130.156.140.2

Browser: Mozilla/5.0 (Windows NT 6.1)

AppleWebKit/537.36 (KHTML, like Gecko)

Chrome/31.0.1650.63 Safari/537.36

Date Started: Thu Dec 19, 2013 12:51pm

Agent User: ILRCLibrary

Transcript: [Permalink to this chat](#)

Keyword: AskBCC

Patron 12:51:23: chat test

You 12:51:48: Test works

Patron 12:51:54: Thank you!

Start typing...

[Send](#)

[Stop Chat](#)

powered by mosio



Dashboard Display



[My Microboard](#) | [Settings](#) | [Help](#) | [Logout ILRCLibrary](#)

[Search](#)

Thanks for your answer !

Keyword: [AskBCC](#)

Viewing Chronologically [Change](#) | [My Notifications](#)

1/41

[Next Page](#)

I have a question

[\[TextSpeak Translator\]](#)



patron75126887 (1 Q)
Thu Dec 19, 2013 12:43pm

[add answer](#)



how can we help you
TECLIBRARY (0 Q / 163 A)
Thu Dec 19, 2013 12:44pm

[Comment to TECLIBRARY](#)



test done
ILRCLibrary (0 Q / 394 A)
Thu Dec 19, 2013 12:44pm

[Comment to ILRCLibrary](#)

[Permalink](#)

test

[\[TextSpeak Translator\]](#)



patron340460 (1 Q)

[add answer](#)

Support Widget Admin

● Chat On :: [Turn Chat Off](#)

Chat Agents Online: 2

ILRCLibrary
TECLIBRARY

Sounds: On

[Customize Your Widget Tab](#)

[Customize Support Header](#)

[Support Widget Help](#)

Board Reporting Summary

Instructions Sent Today: 0

Questions Today: 2

Avg Answer Time: 0.93 Minutes

Quick Links

[BCC Homepage](#)
[Library Homepage](#)
[EasyBib](#)
[Contact Us](#)

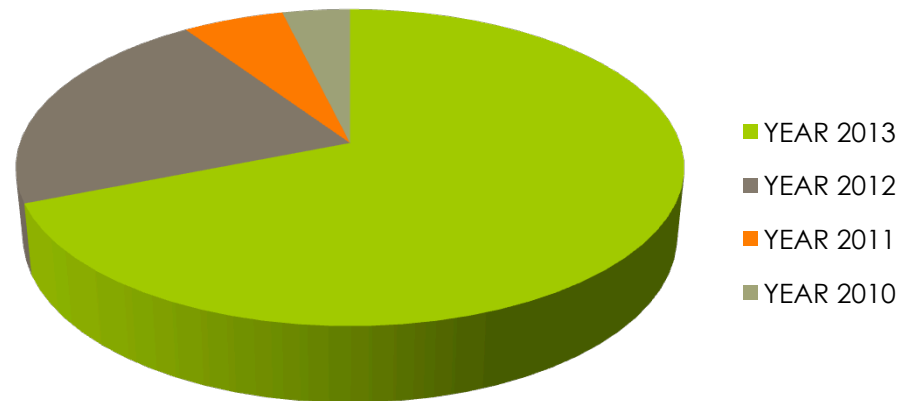
[My Favorites](#)
[New Features](#)

Pros

- ◉ Shared monitoring among multiple librarians
- ◉ Chat tab available regardless of where user is on website
- ◉ Customizable stock answers and auto responses
- ◉ Easy to set up and train staff
- ◉ Convenient for patrons
- ◉ Inexpensive – cost range from \$888-\$2388

Early Adopter

- Statistics show a steady increase in usage, year over year, until 2013 when it really took off!



Cons

- Microboard
 - Easy to miss new alerts
 - Need to frequently refresh
- Good stock answers and auto responses that are widely helpful, but it can be difficult to construct succinct answers
- Users might view digital communication as replacement for coming in person, rather than a service enhancement

Bonus Features

- Record interactions and statistics
- Marketing materials
- Training videos for staff
- “I Got It” Question Claiming
- Plugins + Apps for Drupal, Joomla!, Wordpress and Facebook
- Options to receive questions and send answers at anytime from anywhere
- Quick support response



LibAnswers

Denise Brush,
Rowan University

Maria Deptula,
Berkeley College



Overview

- Springshare's solution for reference services
- Basic LibAnswers platform offers:
 - Framework for a **library-created** knowledge base of questions, integrated with a system for users to contact librarians by email
- Add-on modules include:
 - LibChat (platform for real-time chat reference)
 - SMS (text messaging) tied into email interface
 - RefAnalytics (reference statistics collection)



Costs

- Annual subscription based on FTE and expected usage
- Pricing for LibChat module depends on # of concurrent operators
- Pricing for SMS text messaging depends on # of messages needed per year
- Rowan: \$1599/year for LibAnswers with SMS and RefAnalytics
- Berkeley: \$1,899/year for LibAnswers, Unlimited LibChat, Reference Analytics & Email Integration



Features – public facing

- Easy to use natural language search box
- Multiple ways to browse public questions – Most Recent, Most Popular, by Topic, by Keyword, etc.
- LibChat –
 - Accessed via an embedded chat widget; includes “patron rating system”
 - Transcripts, canned messages, chat widgets
 - When offline, patrons are directed to knowledge base and email submission form

LibAnswers - Request help or self-help it's all here. Ask a Question, Search for Answers

Useful Tip: Ask questions or search by keyword

99 Answered Questions | [Browse All](#) | Change Topic [View All Topics](#) ▼



Popular Questions: [view another](#)

[How do I create an EZ log on? I have a berkeley id, but not a pin. Thank you.](#)

Submit your question to us and receive the answer by email!

Please give an e-mail address so we know where to send your answer. We will not share it.

Your Question

Question:

More Detail/Explanation:

Your Info

Name *

Receive answer via:

Most Popular Answers | Most Recent Answers

[How do I create an EZ log on? I have a berkeley id, but not a pin. Thank you.](#)

Last Updated: May 17, 2013. | Topics: Unassigned | Views: 17

[Where do I find the Library Orientation? \(for ENG 105\)](#)

Last Updated: Apr 22, 2013. | Topics: Unassigned | Views: 9

[How can I find the best articles for my research paper?](#)

Last Updated: Apr 22, 2013. | Topics: Unassigned | Views: 8

[How can I find a database?](#)

Last Updated: May 21, 2013. | Topics:



LibAnswers - Request help or self-help it's all here. Ask a Question, Search for Answers

Type question...

Ask Us

Useful 1 Ask questions or search by keyword

Q What are the library's overdue fees?

Updated: Sep 04, 2013 | 0 Views

A Answer

Was this helpful?  0  0 [Edit this Answer.](#)

Berkeley College's libraries do not have overdue fees. However, if you have an item overdue, you cannot take out the same type of item until the overdue item has been returned. For example, if you have an overdue DVD, you cannot take out another DVD until you have returned the first one.

Answered by Elizabeth Leonard [Email Answer](#) [SHARE](#)

Other Answers / Comments (0)

[Improve this answer or post a comment](#)

Related Questions

- [How do I access the Library's databases?](#)
- [What are the Library's hours?](#)
- [Why can't I access the library's databases from Blackboard?](#)
- [What are the hours of the Brooklyn Campus Library?](#)
- [What is a Textbook on Reserve?](#)
- [Where can I find scholarly articles?](#)
- [Do we have an account that will permit me to access newspapers like the NY Times on a daily basis?](#)
- [How do I create an EZ log on? I have a berkeley id, but not a pin. Thank you.](#)
- [How and/or where can I find the demographics for Ralph Lauren Corporation?](#)
- [I need information on Shell in Nigeria and their efforts to show corporate social responsibility](#)

Browse by Popular Topics

[BRIC](#)

[View All Topics](#)

Related content from Subject Guides

- [Online Veterans Resource Center](#)
- [MGT 220 Professor Terry](#)
- [SCI 405 Professor Yadav](#)
- [SCI 235 Professor Yadav](#)
- [Berkeley College Online Art Extension](#)

[Go to Subject Guides](#)


Home - LibChat - Subject Guides at Berkeley College - Mozilla Firefox

berkeleycollege.libguides.com/LibChat

berkeley college library

Most Visited Getting Started

Berkeley College®

Information  Success

Literacy is the key.

Library » Subject Guides » LibChat

Admin Sign In

LibChat

Last Updated: Sep 20, 2013 | URL: <http://berkeleycollege.libguides.com/LibChat> | [Print Guide](#) | [RSS Updates](#) | [SHARE](#) [f](#) [t](#) [e](#)

Home [Print Page](#) **Search:** [This Guide](#) [Search](#)

Chat with a Librarian!

Welcome to LibChat!

Name:


☐ Chat anonymously

Select Campus:
Brooklyn

[Chat!](#)

Comments (0)

On a mobile device? Use this to chat with a librarian!

[Chat is online](#) 



Comments (0)

Welcome to LibChat!

LibChat is our new, easy to use Chat reference service!

It is now even easier for you to connect with a librarian when you need one!

Comments (0)



LibChat Operator Console

Please read the [console overview](#) for detailed instructions

Go OFFLINE

Monitoring:

Maria Brooklyn Clifton Dover Newark NYC Online Paramus White Plains Woodbridge Woodland Park

Status: Connected



Operators Online (start group chat)

Matthew Regan 7 hours ago
Laurie McFadden 3 hours ago
Maria Deptula 2 hours ago
Amanda Piekart 1 hour ago

Student View

Librarian view

Chat is online




rights reserved. Report a tech support issue.

Home - LibChat - Subject Guides at Berkeley College - Mozilla Firefox

Home - LibChat - Subject Guides at Berk...

berkeleycollege.libguides.com/LibChat

Most Visited Getting Started

 **Berkeley College**
Literacy is the key.

Library > Subject Guides > LibChat Admin Sign In

LibChat

Last Updated: Sep 26, 2013 | URL: <http://berkeleycollege.libguides.com/LibChat> | [Print Guide](#) | [RSS Updates](#) | [SHARE](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

Home | [Comments\(0\)](#) | [Print Page](#) | Search: | This Guide | Search

Chat with a Librarian!

Welcome to LibChat!

Name:


☐ Chat anonymously

Select Campus:

[Chat!](#)

[Comments \(0\)](#)

On a mobile device? Use this to chat with a librarian!

[Chat is online](#) 

[Comments \(0\)](#)

Welcome to LibChat!

LibChat is our new, easy to use Chat reference service!
It is now even easier for you to connect with a librarian when you need one!

[Comments \(0\)](#)



Features – for librarians

- E-mail, chat, text message, and in-person questions integrated in one platform
- With RefAnalytics, you can measure up to 10 types of data for each reference question
- Statistics can be generated instantly in graphical format
- Query Spy lets you see what answers users couldn't find on your site, and what they clicked

**Knowledge Base Explorer: Public Answers**

Search and browse full contents of the knowledge base.



Public Answers

Private Answers

Statistics

Comments

Search for:

Question/Answer keyword:

Internal Note Search String:

Source: All Source ▾

Your Location:

View All ▾

Time Period:

to

Answered by:

View All ▾

+

Topic: Choose a Topic ▾

Limit by Day:

All Days ▾

Limit by Time between

00 hrs ▾

and

24 hrs ▾

Asker Email:

Search Knowledge Base

(Clear filter)

Or Find by QID:

Find



Export Public Answers

Showing public records 1 to 50 (99 total)

1 ▾ > >>

Id	Date/Time ▲	Question	Answered by	Your Location?	Updated
503945	Sep 04 13, 10:10	What are the library's overdue fees? in Uncategorized Asked via Staff Entry View notes	Elizabeth Leonard	Online	Sep 04 13, 10:19
503919	Sep 04 13, 09:56	Is the Paramus library open on Saturday? in Uncategorized Asked via Staff Entry View notes	Maria Deptula	Paramus	Sep 04 13, 09:59
492802	Aug 23 13, 21:33	How do I create an annotated bibliography? in Uncategorized Asked via System View notes	Elizabeth Leonard	Newark	Aug 25 13, 16:58
487833	Aug 18 13, 15:22	I have chosen Have recent technological devices such as iphones done more to improve the quality of our lives or have they done more to turn us in Uncategorized Asked via LibGuides View notes	Elizabeth Leonard	Online	Aug 19 13, 09:04
487202		Hi , I'm looking for information on Percocet Pills I have to create a power point for class			



Berkeley College®

CHOICE, MY EDUCATION

Information



Success

Literacy is the key.

Berkeley College Library » LibAnswers

System Statistics Summary

Insight on how your system is being used.

TOTAL QUESTIONS	PUBLIC QUESTIONS	PRIVATE QUESTIONS	COMMENTS	ASKED VIA SYSTEM	VIA WIDGETS	VIA TWITTER	VIA SMS	VIA EMAIL	VIA MOBILE*	VIA LIBGUIDES*	VIA STAFFENTRY	VIA LIBCHAT
117	108	9	0	23	19	0	0	0	0	4	79	1195
TOTAL VIEWS FOR ALL ANSWERS			TOTAL # OF QUERIES		SUCCESSFUL QUERIES		QUERY SUBMISSIONS		UNSUCCESSFUL QUERIES			
249			215		90		38		87			

*Note: Mobile and LibGuide source stats start with 8/2011

See Detailed Statistics on...

Questions (Public/Private) by...	Analytics Transactions by...	Other...
Month, Day, and Hour	Month, Day, and Hour	Query Spy
Metadata Values	Metadata Values	SMS Usage
User Account	User Account	LibChat
Public Views	Cross Tabs	Transfers
Turnaround Time		User Votes
Referring URL		
Knowledge Base Growth		



Connect

Transcripts

Statistics

Canned Messages

Personal Chat Widgets

You're Offline. [Launch chat?](#)

SMS #: (973) 947-8988

Berkeley College Library » LibAnswers

Hello Maria.

Springshare News



LibStaffer is Coming!

It's all about time...saving time.
LibStaffer gives you:

- Staff scheduling (including an Auto Scheduler);
- Shift swapping;
- Time-off request management;
- Sweet reporting features.

[➔ Learn More! ➔](#)

Administrative Announcement

Welcome to LibAnswers!

This administrative announcements box is **your** space. Your administrator(s) can customize this space so that it's relevant to your team. Here are a few ideas about how you might use this box:

- Give your team reminders of how you use LibAnswers - which questions should be made private, when to close questions rather than delete them, etc.
- Let your team know about helpful resources. Ex. Receiving a lot of questions about e-books? Create an FAQ or guide and link to it here.

Have an admin-level account? Edit this box by clicking on **Admin Stuff > Admin Alert Box** (or just click [here](#)).

Queues

Unanswered Questions: 2 | Pending Comments: 0 | Unanswered Replies: 0

Email Errors: 0 | Spam: 0

Type	Text	Submitted	Action
	Everything is done. Take a break.		

Springshare Support Blog

The latest [support blog](#) entries:

- [Awesome LibGuides Customization – With a Twist!](#)

There are three things you should know about Oregon State University. First, their mascot is Benny the Beaver. Second, OSU has ...

- [LibAnalytics & the Institutional Review Board](#)

There are few information gathering processes in academia as important as those of the Institutional Review Board (IRB). ...

nce.

Choose



Inform

Community Site

Subject Guides

ESS

Literature is the key.

Berkeley College Library » LibAnswers

LibChat

Canned Messages

Statistics

Transcripts

Personal Chat Widgets

Summary

Distributions

Browser/OS & Referrer Information

Filter by Time Period: 2013-12-01

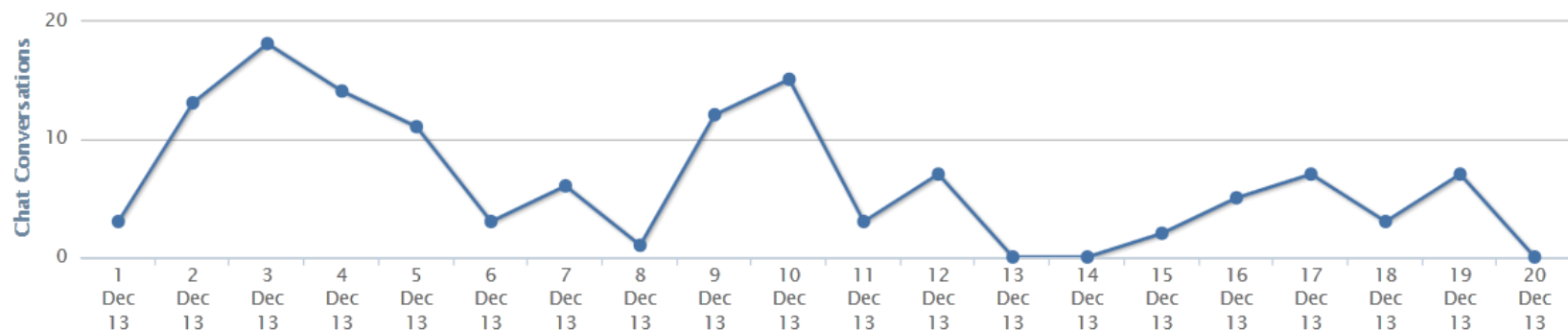
to 2013-12-20

Answered by: View All

Department: View All

Search

Daily Chat Conversations



Statistics for December 2013:

Statistics for December 2013:

Total chat conversations:	130
Total Librarian + client messages:	1921
Total time chatting:	18 hours, 42 min (1122 minutes)
Average chat duration:	8 min (518 seconds)
Average client rating:	8.77 (out of 4)



- Add Transaction
- View/Edit Transactions
- Statistics
- Cross Tab Report

Campbell Library » Ask a Librarian at Campbell Library

Hello Denise.

LibChat: You're Offline. Launch chat? SMS #: (856) 302-0367

Springshare News

It's Showtime!



LibAnswers 2 is coming
and it has to be seen to
be believed!

Springy News has
screenshots & details
(including co-browsing
in LibChat!)

Springy News:
It's Showtime!

Administrative Announcement

Welcome to Rowan University Libraries LibAnswers!

7/10/13 - User questions on the SOM integration can be answered by using content from their Ask a Librarian knowledge base at <http://asksom.lib.rowan.edu/browse.php?tid=23464> or by transferring the unanswered question directly to their Ask a Librarian instance using the green arrow to the left of the question in the queue.

10/11/13 - Nursing or Medical questions for CMSRU or Cooper Health should be answered by replying to the user that you are going to forward their email to CMSRU. Choose "Referred to Med Library" instead of "Answered" in RefAnalytics, and then (outside LibAnswers) forward the email to cmsru_librarian@rowan.edu.

11/22/13 - Soon there will be an intermediate page before the Rowan login when you try to access resources from off campus, asking you to select either Rowan University or Cooper Health.

- Denise Brush

*Have an admin-level account? Edit this box by clicking on Admin Stuff > Admin Alert Box (or just click [here](#)).

Springshare Support Blog

The latest support blog entries:

- LibGuides Sneak Peek Webinars
We're super excited – the LibGuides sneak peek webinars start this week! We're offering sessions for our

Queues

Unanswered Questions: 0 | Pending Comments: 0 | Unanswered Replies: 0

Email Errors: 0 | Spam: 0

Type	Text	Submitted	Action
	Everything is done. Take a break.		

askus.lib.rowan.edu/record.php
Google

Most Visited
Getting Started

0
DASHBOARD
ANSWERS
STATS
REF. ANALYTICS
LIBCHAT
ADMIN STUFF
JUMP TO
HELP
brush@rowan.edu
My Account | Sign Out

Rowan University

Campbell Library >> Ask a Librarian at Campbell Library
LibChat: You're Offline. Launch chat?

Add Transaction: Reference Analytics

Q
Type the question (140 chars max)
Type more detail (optional). 1000 chars max.

A
Type the answer here.

☐ Include this transaction in the public knowledge base. What is this?

See if similar questions are already in the public knowledge base?:

Time Stamp:
☒ Current
☐ Edit Date/Time

Answered By:

Internal Note:

Method of communication

- In person at ref desk
- In person elsewhere
- By phone at ref desk
- By phone to librarian
- By email to LibAnswers
- By email to librarian
- By text (SMS)
- By instant message

Patron type

- Undergraduate
- In-person unknown
- Online unknown
- Graduate student
- Medical student
- Faculty/staff/admin
- Alumni
- No Rowan affiliation

Specific type of help

- Basic item lookup
- Sources on a topic
- Citing/RefWorks
- Other research help
- Library policies/services
- Printing problems
- Online access/login
- Guest login
- Microfilm/equipment
- Directions

ACRL reference category

- Reference (research)
- Directional (all other)

Academic subject

- None
- Business
- Communications
- Education
- Engineering
- History
- Literature/humanities
- Medicine
- Nursing
- Performing arts

Day of week

- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday
- Sunday

Semester

- Fall
- Winter break
- Spring
- Summer

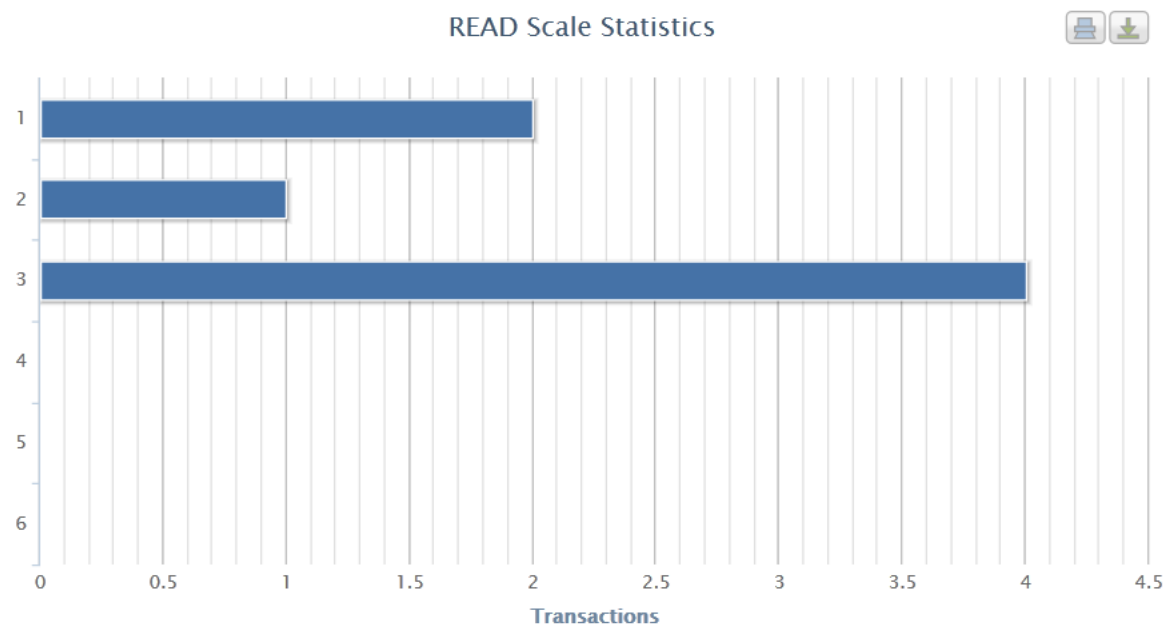
Answered or referred?

- Answered
- Referred to Admin Office
- Referred to Circulation
- Referred to Gov Docs
- Referred to ILL
- Referred to Liaison
- Referred to Lib Support
- Referred to Med Library

What's the difference?

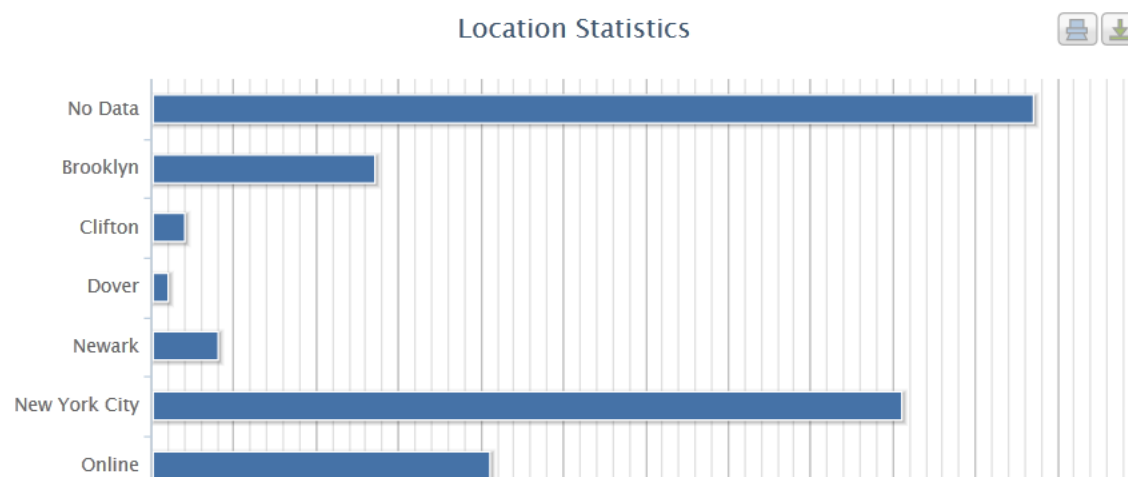
READ scale

Value	Count	%
No Data	339	n/a
1	2	29%
2	1	14%
3	4	57%
4	0	0%
5	0	0%
6	0	0%



Location

Value	Count	%
No Data	107	31%
Brooklyn	27	8%
Clifton	4	1%
Dover	2	1%
Newark	8	2%
New York City	91	26%
Online	41	12%
Paramus	9	3%
White Plains	5	1%
Woodbridge	24	7%
Woodland Park	28	8%





Pros

- Multiuser access – can be used at multiple library service points, & in librarian offices
- Highly customizable to your library's needs
- Extensive analytics and statistics (captures the complexity of reference transactions)
- Seamless integration with other Springshare products & excellent technical support



Cons

- Customization requirements –
 - Requires someone with good technical skills and enough time
- Training requirements –
 - Librarians may require several training sessions to become comfortable with the complex, icon-oriented interface
 - May also have to adjust to new reference workflow required by LibAnswers & LibChat



Other Considerations

- Staffing – multiuser issues
 - Handling several chat requests at once
 - Having adequate coverage for several different modes of patron communication
- Hours of operation
 - Handling night and weekend coverage
- Usage of the stats
 - Staffing, knowing what questions users have



Questions?

References

- LibraryH3lp:
 - <http://libraryh3lp.com/>
 - <http://docs.libraryh3lp.com/>
- LibAnswers:
 - <http://www.springshare.com/libanswers/>
- Mosio:
 - <http://www.mosio.com/>
 - <http://www.textalibrarian.com>