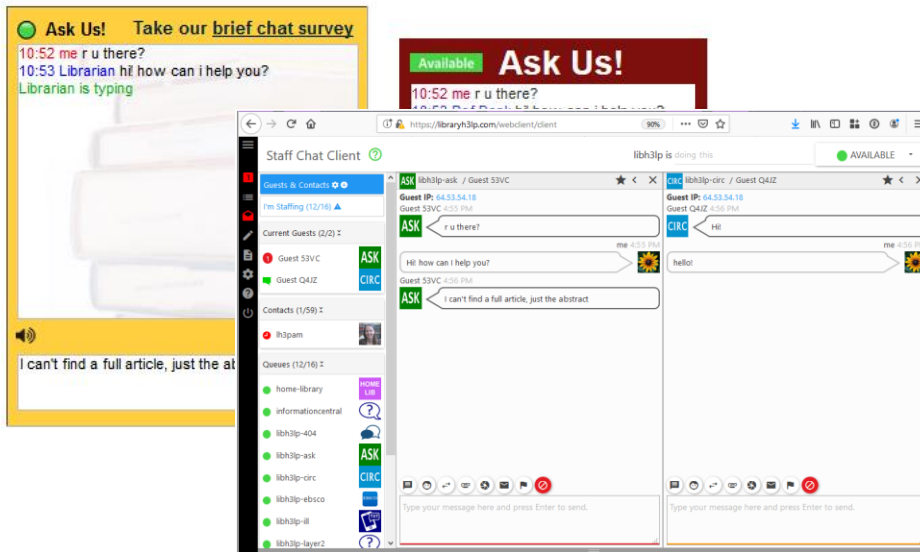


LibraryH3lp

You'll always be there when your clients need help.
Chat and texting for instant help when you are online.
Professional backup staffing, FAQ, and email when you aren't.



Used by hundreds of libraries, non-profits, and educators every day

- Access all aspects of LibraryH3lp from any web browser. There are no downloads, plugins, or extensions required.
- Easily integrates with the web products you already use. Use with any CMS or LMS. Embed chat in EBSCO, Summon, ProQuest, and more!
- Our privacy-first approach to engagement complements the ethical direction and vision embraced by most libraries and non-profits.
- LibraryH3lp is built upon the Jabber/XMPP standard for chat. Use the REST API to create your own live chat apps and access all metadata.
- We listen to you. Your feedback and suggestions flow continuously and directly into day-to-day platform development and evolution.

Expressive Sharing Tools for chat, email, and documentation

Words are great, but sometimes a picture is worth 1,000 words.

- **Snapshots** are images annotated to communicate ideas visually. You can send snapshots during a chat, include them in emails, or even generate and use them in documentation, tutorials, and guides.
- **Screensharing** works in tandem with snapshots. During a chat, you'll invite the guest to share their screen in real-time. You can grab a snapshot of their screen, annotate it, and then send it to the guest.
- **Screencasts** are silent recordings of your screen. Save and share the raw recordings in webm video format.
- Transform screencasts into **slideshows** (animated GIFs) by selecting and annotating frames to emphasize the steps you are illustrating. Animated GIFs will play in any web browser.

Real-Time Chat

Privacy-first, accessible,
mobile-friendly web chat.
Includes tags, screencasts,
screensharing & snapshots.

Backup Staffing

Optional professional,
flexible coverage up to
24/7/365 for academic and
public libraries.

Texting

Incoming texts appear as
chats to staff. Responses go
back as texts. Send texts to
email or save when offline.

24/7 FAQ

Build public-facing or
staff-only searchable,
browsable FAQ
knowledge bases.

Email

Integrates with chat to
create a shared mailbox.
Track and categorize
interactions with tags.

Interested? Request a **FREE TRIAL** at libraryh3lp.com

Trials are fully-featured. Build your real service before paying a dime.

support@libraryh3lp.com | 877-844-5371

Chatstaff

We've got your **virtual** back



Your library website and licensed resources are available to your patrons 24/7/365 but providing support around the clock can be challenging. Set your patrons up for success with Chatstaff so they'll have easily accessible help with a personalized touch at any hour.

Professional staffing

- All librarians have **master's degrees** from ALA-accredited programs.
- **Chatstaff is not a co-op.** You never need to contribute coverage for other libraries in order to receive coverage.
- Already have your own co-op? **BYO co-ops work seamlessly.** Home Team First routing keeps it local when your co-op is online, and Chatstaff has your back when it is not.
- We have **years of experience** providing service for academic and public libraries.
- Our librarians are trained to place an **emphasis on your licensed resources.**

How can we help you? We provide...

- **Quality chat reference on flexible schedules.** Our flagship offering! We can provide backup to local staff, serve as your primary chat service, or a mixture of both. We triage and forward chats that need additional assistance so you can follow up locally.
- **FAQ site creation and maintenance.** Let us build a knowledge base so that your patrons can search for help independently. We analyze your existing chat transcripts to see where help is most often needed.
- **Custom analytics.** Working on accreditation documentation? Need a heat map to see where your staffing resources would be best spent? We have years of experience working with virtual reference data.
- **Data ingestion** into platforms such as LibAnalytics, DeskStats, etc...

Quality

Our librarians are valued employees with experience in chat reference. They are trained and supported to provide high-quality service.

Fast Responses

Our average wait time is under 10 seconds. Your patrons won't wander away before they receive help.

Flexible Schedule

We cover select hours or all the way up to 24/7/365. All your staff tied up in training? Add an extra full day, no hassles.

Want to add back-up staffing to your LibraryH3lp subscription?
Contact Chatstaff for a quote!

info@chatstaff.org | 336-612-1627