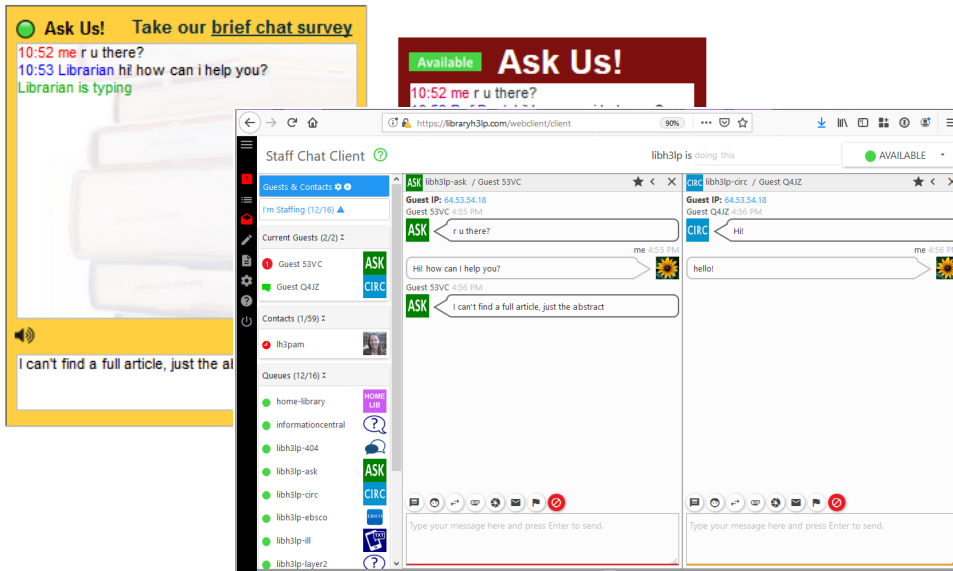


# LibraryH3lp

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.

Interested? Request a **FREE TRIAL** at [libraryh3lp.com](https://libraryh3lp.com)  
Trials are fully-featured. Build your real service before paying a dime.

## 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.

# 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.

Interested? Contact us today to receive a quote!

[info@chatstaff.org](mailto:info@chatstaff.org) | 336-612-1627