

# ASK a Librarian

## Logging In

- Go to [info.askalibrarian.org](http://info.askalibrarian.org) & click Librarian Toolbox (PW is toolbox).
- Click 'Login as a Librarian'.
- Enter 6212, username, & password.

Account ID:

User Name:

Password:

- Select Department(s) you will be covering.
- Click 'Agent Console' in top right corner.
- Set availability in bottom right corner.

## To Begin a Chat

- To preview patron's details, right-click patron bar.
- To take the patron, double-click patron bar, or click once to highlight & then on 'Take selected.'

## To End a Chat

- Click "End" button (center, on right)
- Click on Category tab, then:
  - Training Room (or other desk as appropriate)
  - Status
  - Closed-Answered (or other status as appropriate)

### Response Library Scripts; URL bookmarks

### Queue/KnowledgeBase Chat/Texts/Emails Waiting ; KnowledgeBase

The screenshot shows the InstantService agent console interface. It is divided into several main sections:

- Top Left:** A 'Text Library' window showing a folder structure with '<account default>'. An arrow points from the 'Response Library' label to this area.
- Top Right:** A 'Queue/KnowledgeBase' section with tabs for 'Chat Queue (1)', 'Mail Queue (3/3)', 'Mail Follow-Up (0)', 'Mail Sent (0)', and 'Knowledge Base'. Below the tabs is a table with columns 'Name', 'Time In Queue', and 'Department'. One row is highlighted in yellow: TampaJoe1220, 01 min 21 sec, Training Room. An arrow points from the 'Queue/KnowledgeBase' label to this table.
- Bottom Left:** An 'Agent Room' window, currently empty. An arrow points from the 'Transcript Area/Agent Room' label to this area.
- Bottom Right:** An 'Agents' section with a 'WhenToWork' tab and a 'View: All agents' dropdown. Below is a table of agents:
 

Agents (3)	Availability (2)
Traci A (Ask a Librarian)	available
Riva W (Hodges University)	available
Jeanine B (Hodges University)	unavailable (Unavailable)

 An arrow points from the 'Agent List/Patron Details' label to this table.

### Transcript Area/Agent Room Chat/Text/Email sessions; group chat

### Agent List/Patron Details Staff list/Patron info/Text-SMS Helper

# Send Scripted Replies

- In the upper-left corner, click on the 'Text' tab and open the Account Default and desired category folders.
- Double-click on the script to send it into the text box, where it can be modified or sent as-is to the patron.

# KnowledgeBase

- In upper-right corner, click on 'KnowledgeBase' tab and then 'Search KnowledgeBase' sub-tab.
- Select the desired library for main website and targeted web pages, optional dummy logins, and other info.

The screenshot shows the Agent Console interface for Tampa Bay Library Consortium. It is divided into several sections:

- Scripts/URLs:** A tree view on the left containing folders like 'A Greeting', 'A OCLS', and 'GoodByes', with various scripts listed under them.
- Queue/KnowledgeBase:** A top-right panel with tabs for 'Chat Queue', 'Mail Queue', 'Mail Follow-Up', 'Mail Sent', and 'Knowledge Base'. Below these is a table with columns for 'Name', 'Time in Queue', and 'Department'.
- Chat transcript/Text/Email:** A central chat window showing a transcript of a conversation between a training agent and a patron.
- Patron Details/SMS Helper (text):** A panel on the right showing customer information such as 'First Name: Test', 'Last Name:', 'E-mail:', 'Phone:', 'Customer ID: 67740612', 'Incident Number: 117688697', 'Department: Training Room', 'Category:', 'Time in Session: 01 min 37 sec', 'IP Address: 64.126.136.215', and 'Question: What is the meaning of life?'.

Arrows point from the labels to the corresponding sections in the interface.

# Pushing Web Pages

- Type URL into box above chat transcript area, or double-click a page from the 'URLs' tab.
- Click 'View' to preview page or 'Push' to send to patron.
- If the page doesn't open automatically for the patron, just tell patron to click on the link in the transcript.

# Texting

- Enter 160 characters or less after the ! in the text field.
- Use the SMS Helper Tab to count characters and shorten URLs.
- Copy and paste finished text into email on the left.

