

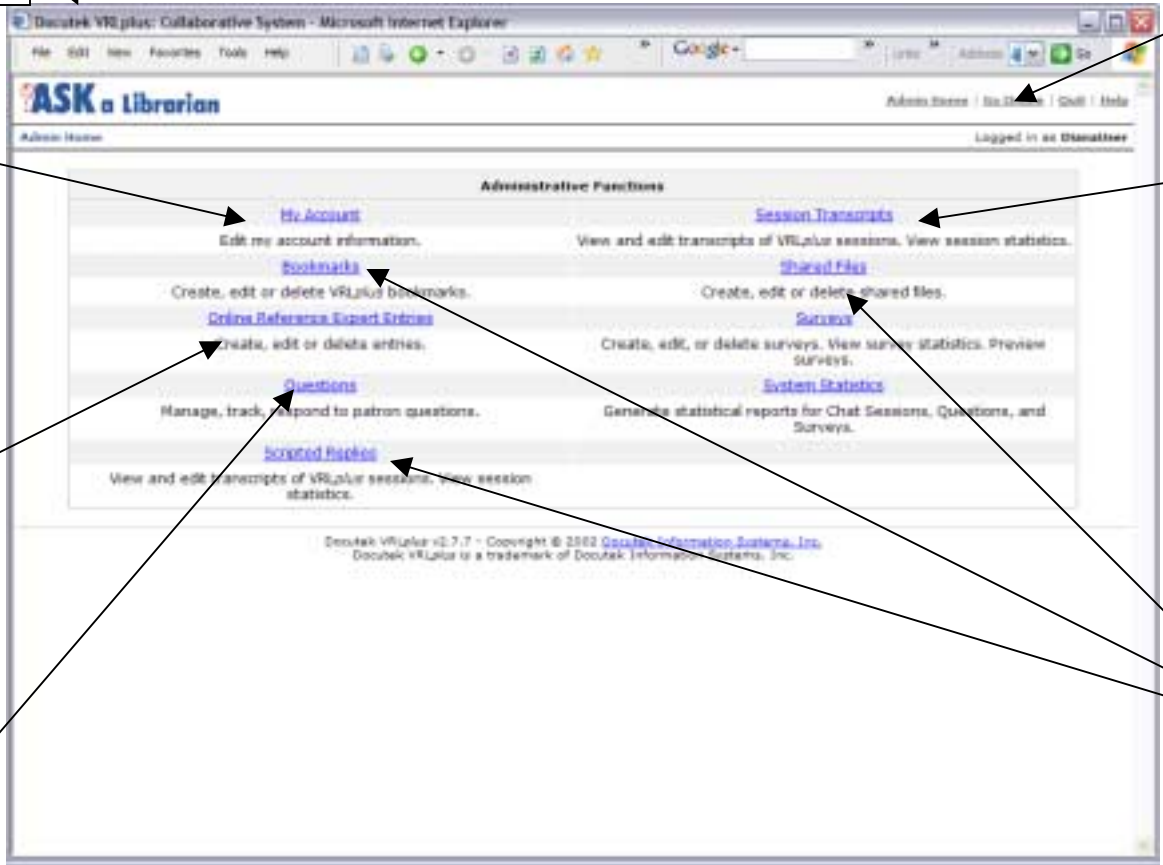
Verify you are in the collaborative desk to staff the statewide service

Click here to go online

Change your password, verify your email address and create a chat name

View all session transcripts. Find your sessions to nominate yourself for best transcript

View knowledge base entries - get local information each participating libraries



Also, add or edit your personal bookmarks, scripted replies and shared files.

In the collaborative, refer questions to other libraries and follow-up on chat sessions.

In your local login, answer email questions as well as chat follow-ups.

Pro Mode

Verify you are in the collaborative desk to staff the statewide service

Turn escort off if you don't want to co-browse with your patron. If escort is off, use 'push current URL', to push the current page to your patron.

Click here to go offline at the end of your session

Click here to bookmark the page currently in your co-browse window.

Let's you know about your browser's ability to co-browse.

Use the buttons on the right to toggle between the different tools:

- Queues** – where you pick up new patrons
- Replies** - where scripted responses are listed.
- Bookmarks**- where frequently used URLs are listed – this includes a link to the Gale databases.
- Files** – where shared files are listed.

Type in a URL to co-browse with your patron

To have the pointer appear on your patron's machine at a specific spot – just right click

This is co-browse window. You & your patron share this window, wherever you go your user will go & vice versa. Patrons can also see what you type.

Use these to re-size your co-browse window.

Toggle between multiple patrons with this dropdown menu.

Queue

Active Users

Patrons

Librarians

Scripts

Bookmarks

Files

UP

DOWN

Go Offline

Bookmark

Escort - Push current URL

Browser status

Reconfigure

Refresh

Back

Forward

Refresh

Stop

Location: http://preview.askalibarian.org/ask/ccbrowseentry.asp

New Window

Pointer

Options...

ASK a Librarian

Real People. Real Help.

Please do not close this window. This window will be used as a part of your Ask a Librarian session.

Please report any problems with this form to the [Website team](#). [Privacy Statement](#)

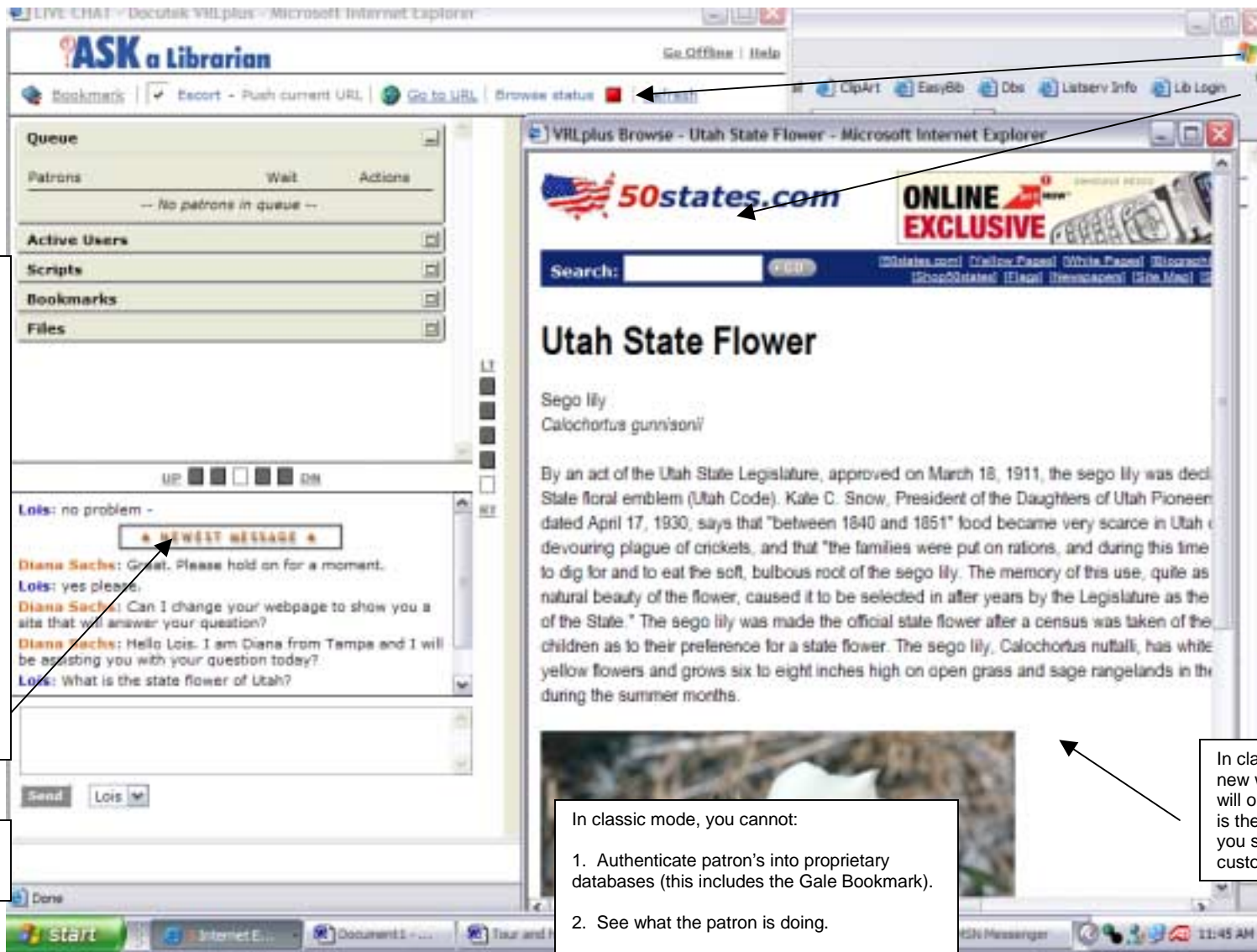
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You currently have no active users.

No active users

Classic Mode



Under the active users tab:
 Find out what other librarian's on duty.
 Click info- to learn more about other librarians or your customer.
 Click on transfer to send this session live to another librarian on-duty.
 Click on send message to Instant Message other librarians on duty.
 Click end session, to close a session with a patron

Use these up and down arrows to adjust you chat box

In classic, use this button to open an address bar. With escort on you will be automatically page pushing.

In classic mode, you cannot:

1. Authenticate patron's into proprietary databases (this includes the Gale Bookmark).
2. See what the patron is doing.

In classic, a new window will open. This is the window you share with customers.

Step-by-Step Guide

How to go online

1. Go to the Ask a Librarian Toolbox (<http://info.askalibrarian.org>) Password: _____
2. Click on "Login to the Statewide Ask a Librarian Desk"
3. Type Your Username: _____ and password: _____
4. Click "Go Online" on the upper right hand of the screen

How to learn about your customer's resources

1. Click on info link next to customer's name under the active users tab
2. Identify customer's entry point. If no library is named, ask customer.
3. Toggle windows to have main administrative panel active.
4. Click on Online Reference Expert Entries, and search for library.
5. Use magnifying glass next to library's name to view information.

How to transfer a session to another online librarian

1. Discuss possible customer transfer with the other librarian using Librarian to Librarian Chat (click send message next to other librarian's name)
2. Discuss possible transfer with the customer
3. Click transfer link next to patron's name under the active users tab
4. Select librarian and click transfer

How to transfer a chat session to their local library for follow-up via email

1. Discuss follow-up option with customer
2. Confirm or query for customer's email address
3. End chat session, by clicking end session.
4. Code question, "New – Transfer"
5. Toggle windows to have main administrative panel active
6. Click on Questions
7. Select question you choose to transfer
8. Click on yellow question mark next to assigned to
9. Select library and click transfer