LibAnswers Platform

Used by 1,200+ libraries worldwide, LibAnswers is an all-in-one virtual reference solution. With LibAnswers, patrons get fast & accurate answers from their librarians – always!

✔ One System to Rule Them All: All patron communication happens in one place. Field questions via email, SMS, chat, Twitter, forms and more!

✔ Increase Staff Efficiency: Queues reduce the staff signal-to-noise ratio by directing new questions to the experts right from the start, helping to ensure a perfect answer every time.

✔ Organization, Your Way: Create targeted, fully customizable groups of FAQs for your patrons and staff, each with its own visibility status (public or internal) and authorized FAQ creators.

✔ Internal Collaboration: Confer with colleagues on a ticket via Internal Notes – we’ll thread the conversation alongside the ticket, out of patron sight, while you craft the perfect answer.

✔ Shared Systems: Move Tickets & Chats between systems using shared Queues & Chat Departments for the ultimate in collaborative reference!

✔ Chat About It: LibChat has a plethora of widget options, including automatic slide-out widgets, in-chat waiting messages, waterfall/fallback options, and more...

✔ Responsive Design: From 3” smartphones to 28” monitors, the device’s optimal display is delivered.

✔ Centralized Statistics: The full picture of your library activity is just a click away - our advanced reports and filters make reporting a snap. Plus, get a sneak-peek into your user search behavior with QuerySpy.

"In the past we had virtual reference services scattered through different systems. LibAnswers makes it easy by putting them all one place. Even better, it allows us to collect and analyze data on all our reference services to inform decision-making."

Gabe Gossett, Western Washington University
Springshare Client Since 2008
Queues and Groups

Queues
Channel incoming questions to the right person, department or library through streams (email address, SMS, etc.), custom forms, or self-selection via multiple choice question.

Dashboard Views & Macros (consistent canned answers) help improve workflows / efficiencies.

User permissions - Assign access per queue to:
- Claim & Answer Tickets
- Modify Queue Admin Settings

Each LibAnswers site comes equipped with one queue, and our ultra-affordable queue pricing can’t be beat.

Add multiple Queues for an institution-wide ticketing solution. Each department can choose who will manage and respond to tickets.

Power up your Queues by sharing them with other systems (through Shared Systems functionality) - perfect for consortia!

Groups
Group your FAQs into searchable subsets, each with its own:
- Custom page layout / look & feel
- Visibility: Public (open to all) or Internal (login to view)
- User permissions settings

Robust Statistics
Analyze your reference services from number of email reference transactions to LibChat turnaround times. Powerful data, at your fingertips.

Turbo Search
The LibAnswers search engine and interface makes it easy to find great answers, 24/7.

And a whole lot more!
RESTful APIs & feature-rich widgets. Responsive design. Custom page templates. User ‘Away’ settings. FAQs that can publish and unpublish themselves. The list is endless!

LibChat
Real-time chat with endless features!

Customize widgets down to the last detail, including:
- Setting a timer on Slide Out widgets so they automatically pop up.
- Routing patrons to your FAQs when you’re closed.
- Setting fallbacks: route patrons elsewhere (another person or department) if you’re not online.
- Setting a delayed claim message to let patrons know you’ll be with them asap.

The operator side includes some great features, as well, including:
- Scannable, easy to read alerts;
- Notifications for new chats and new tickets;
- Transferring chats to other online operators;
- Chatting with other operators, including group chat.

Systems & Services Management Tool
An integrated 3-pronged tool letting you provide effective, point-of-need help on all your library’s systems & services.

- System Help Widgets - Create product-specific help widgets and embed them directly within that product (OPAC, Discovery Layer, subscription databases, etc.).
- System Status Dashboard - Users can quickly see the current status (reported outage, upcoming update, etc.) of all your systems & services.
- Systems Feedback Manager – Integrated feedback mechanisms let your patrons give feedback, share ideas, and provide suggestions on the products they’re using, while they’re using them!

For more information on LibAnswers & Queues contact sales@springshare.com.