

# LibraryH3lp

Software used by libraries, educators, and non-profits for better customer service.

## Live Chat

Unlimited multi-operator chat for better real-time communication. Built-in mobile support, proactive chat invitations, and auto-responders. Full API for custom integrations.

## Knowledge Base

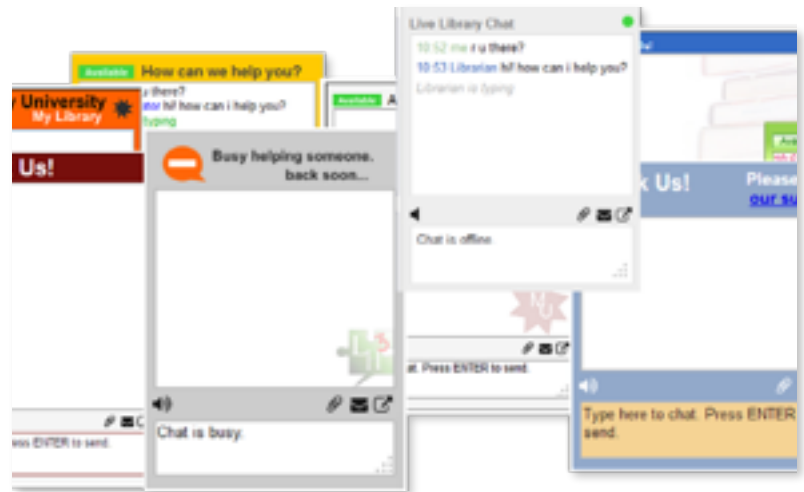
Unlimited knowledge bases for better self-help. Standalone or embeddable in any web page. Built-in mobile support. Have an old knowledge base? Import it!

## Email

Unlimited email for better follow up. Transition from chat to email or start there. Shared mailboxes keeps email organized and in one place.

## Text Messaging

Inexpensive text messaging software provides better customer service for mobile guests on-the-go. LibraryH3lp routes texts to available staff and saves texts sent after-hours for delivery later.



## A Customer Service Platform

In a world of many online customer service options, LibraryH3lp stands out as a trusted and modern software platform reflecting years of hands-on experience and feedback from clients. Every aspect of the system is designed for efficiency, flexibility, expansion, and innovation.

## Optional Backup Staffing Available

Expand customer service hours through our back-up staffing partner, Chatstaff. ChatStaff provides high quality coverage for virtual reference services at prices that make sense.

## Non-profits and education too!

LibraryH3lp is also available to any non-profit or educational organization. Advising, admissions, student services, and peer counseling departments use LibraryH3lp. Does your library already use LibraryH3lp? Share a subscription at no additional cost or opt to get your own subscription at a reduced rate.



## Simple, affordable pricing

Payment is not expected until the service has been tested and placed in your production environment (that is, answering questions from real guests).

- Annual subscription rates start at \$225 and are based upon your service population or student FTE enrollment.
- Text Messaging is available as an add-on packages. Our \$50 package sees most organizations through an entire year of service.

## Unparalleled, unrestricted free trial

Our trials are lengthy (90 days minimum), fully-featured, and have no strings attached.

During your trial, you'll build your real service, putting it into production before paying a dime. You can also trial text messaging at no risk and no obligation.

### Ultra-flexible Staffing

- No downloads/installs needed
- Use a browser on your computer
- Use your favorite Jabber client
- Use your smartphone/tablet

### Plays nicely with others

- Use with any CMS, LibGuides
- Use with mobile apps, Boopsie®
- Use with Facebook pages/chat
- Embed in EBSCO, Summon®

### Privacy is top priority

- Chats use SSL encryption
- Optional chat transcript storage
- Delete saved transcripts anytime
- Anonymize identifying guest info

### Collaborate like crazy

- Unlimited chat between staff
- Add depts/branches for free
- Partner with other organizations
- Build grassroots consortia

