

LibraryH3lp

an integrated IM/webchat help system designed specifically for libraries

LibraryH3lp brings ALL of your chat and IM traffic into one seamless librarians' interface and lets you create nearly any service and staffing model you'd like. It is flexible, easy to use, and inexpensive.

Widgets for Your Webpages

- Fully customize your widget's appearance.
- Embed your chat box, create pop-ups., or use our **follow-me** widget.
- Fully customize your online AND offline appearance.
- Lightweight widget written in JavaScript, Flash not required.
- Works on all major browsers, including iPhone and iPod Touch.
- Developer-friendly: powerful presence **API**; hackable code.

IM and SMS Integration

- AIM, MSN, Yahoo!, ICQ, Google Talk, and Meebo Me gateways.
- ANY number of your librarians can be connected at the same time.
- No disconnects at shift change!
- True SMS gateway: patrons text a phone number (no short code hacks).
 - Your library provides the phone (Android) and texting package.

Robust Queuing, Routing, and Transfer System

- Create unlimited numbers of queues.
- Staff your queues with only one librarian or many librarians.
- **ALL chats on queues, IMs, and text messages can be transferred!**

Flexible Librarian Staffing

- Use our web-enabled librarians' client in Firefox or IE, or use the Meebo.com website.
- Prefer a locally-installed Jabber client? No problem.
 - Works with Pidgin (PC, Linux), Adium (Mac), and Psi (PC, Mac, Linux).
 - Custom plugin for Pidgin (PC) provides convenient extra features.
- Librarians can buddy and IM each other directly.
- Librarians can send files to patrons: includes all IM patrons too!
- You can create a collaborative service spanning many libraries if you wish.

Powerful Administrative Interface

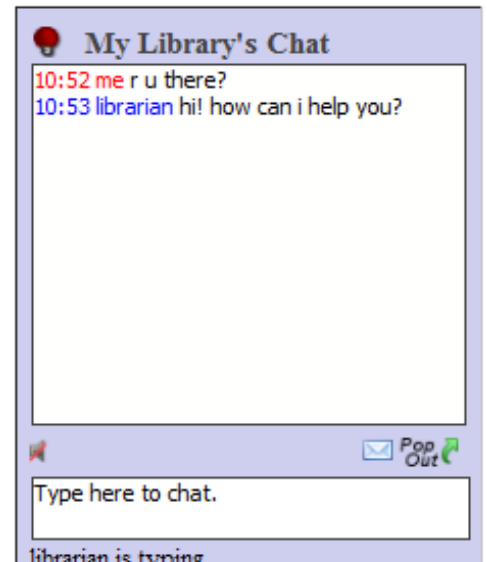
- Quickly, easily create user accounts, create queues, and assign users.
- See the online/offline status of your users and queues at a glance.
- Create and share custom widget skins.; generate HTML to paste into your web pages.
- View chat and IM activity on all your queues in real-time.
- Turn transcript storage on or off.
- Bulk download transcripts; download statistical data; create reports.
- Delete transcripts or entire record of chats and IMs at any time.

Secure and Private

- No ads; no data mining; privacy of utmost importance.
- Supported by low-cost hosting fee after extended free trial.

Under Development—more to come

- Tools to remove patron info from transcripts.
- Tools for maintaining a backlog of waiting patrons.
- Tools to limit the number of simultaneous chats/IMs for each operator.



For More Information

Blog: <http://libraryh3lp.blogspot.com/>

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