

Chatstaff

We've got your **virtual** back



Your library website and licensed resources are available to your patrons 24/7/365 but providing support around the clock can be challenging. Set your patrons up for success with Chatstaff so they'll have easily accessible help with a personalized touch at any hour.

Professional staffing

- All librarians have **master's degrees** from ALA-accredited programs.
- **Chatstaff is not a co-op.** You never need to contribute coverage for other libraries in order to receive coverage.
- Already have your own co-op? **BYO co-ops work seamlessly.** Home Team First routing keeps it local when your co-op is online, and Chatstaff has your back when it is not.
- We have **years of experience** providing service for academic and public libraries.
- Our librarians are trained to place an **emphasis on your licensed resources.**

How can we help you? We provide...

- **Quality chat reference on flexible schedules.** Our flagship offering! We can provide backup to local staff, serve as your primary chat service, or a mixture of both. We triage and forward chats that need additional assistance so you can follow up locally.
- **FAQ site creation and maintenance.** Let us build a knowledge base so that your patrons can search for help independently. We analyze your existing chat transcripts to see where help is most often needed.
- **Custom analytics.** Working on accreditation documentation? Need a heat map to see where your staffing resources would be best spent? We have years of experience working with virtual reference data.
- **Data ingestion** into platforms such as LibAnalytics, DeskStats, etc...

Quality

Our librarians are valued employees with experience in chat reference. They are trained and supported to provide high-quality service.

Fast Responses

Our average wait time is under 10 seconds. Your patrons won't wander away before they receive help.

Flexible Schedule

We cover select hours or all the way up to 24/7/365. All your staff tied up in training? Add an extra full day, no hassles.

Interested? Contact us today to receive a quote!

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