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…

Interested? Contact us today to receive a quote!
info@chatstaff.org | 336-612-1627