

# Welcome!

MSLL Chat Training  
April 26, 2010

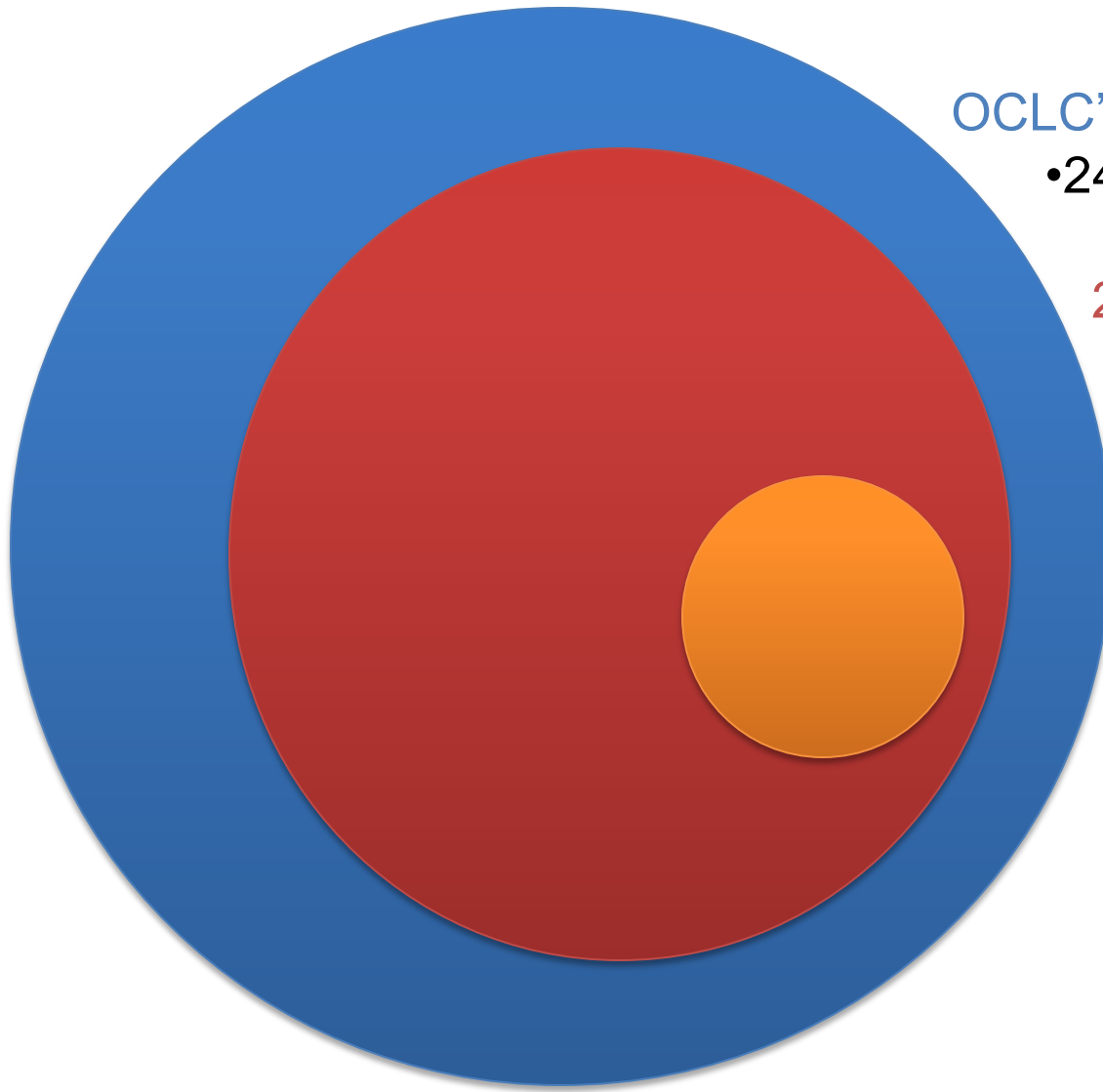
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# Agenda for the day

- Orientation of AskUsNow!
- Software Overview & Demo
- Hands on practice
- Adding scripts
- Behaviors activities (if time)
- Q&A and next steps

# Structure of AskUsNow!



## OCLC's QuestionPoint

- 2400+ libraries across the world

## 24/7 Reference Cooperative

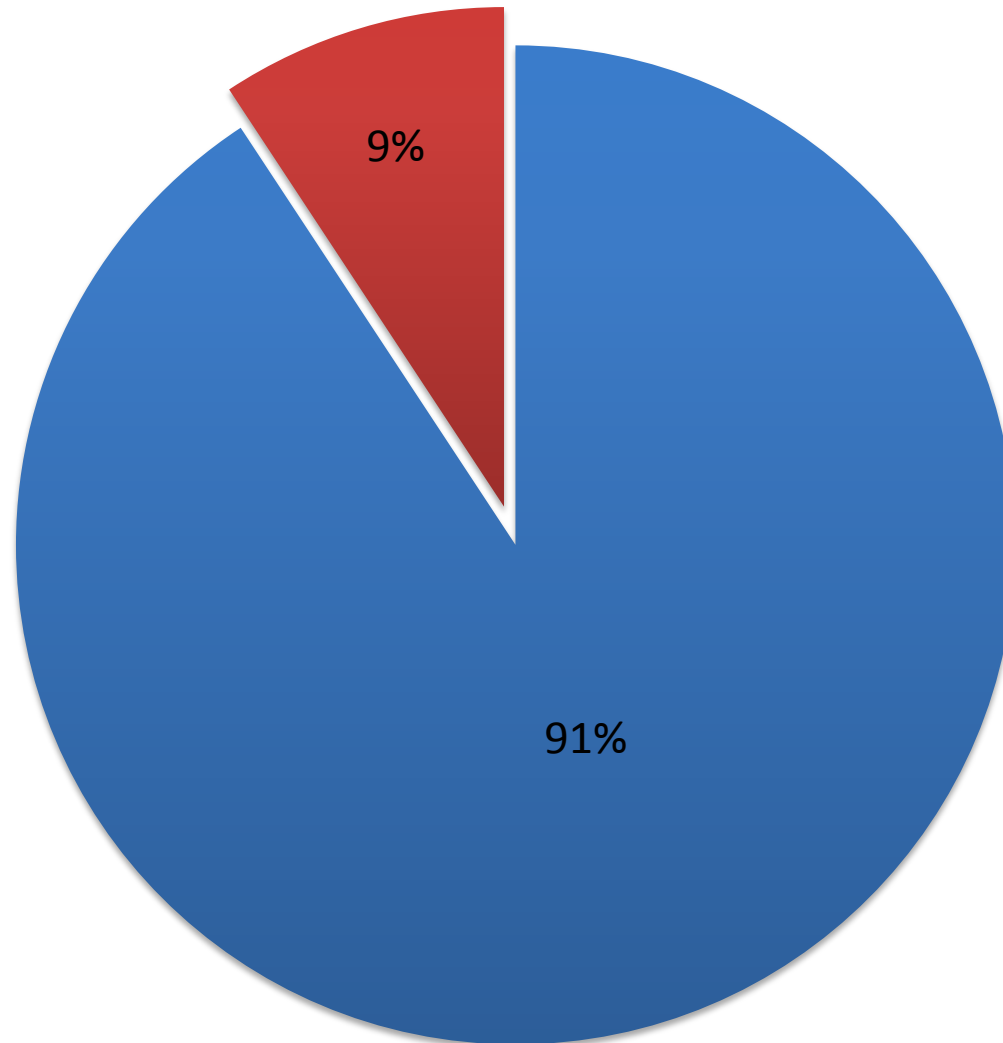
- 1400 libraries & services

## Maryland AskUsNow!

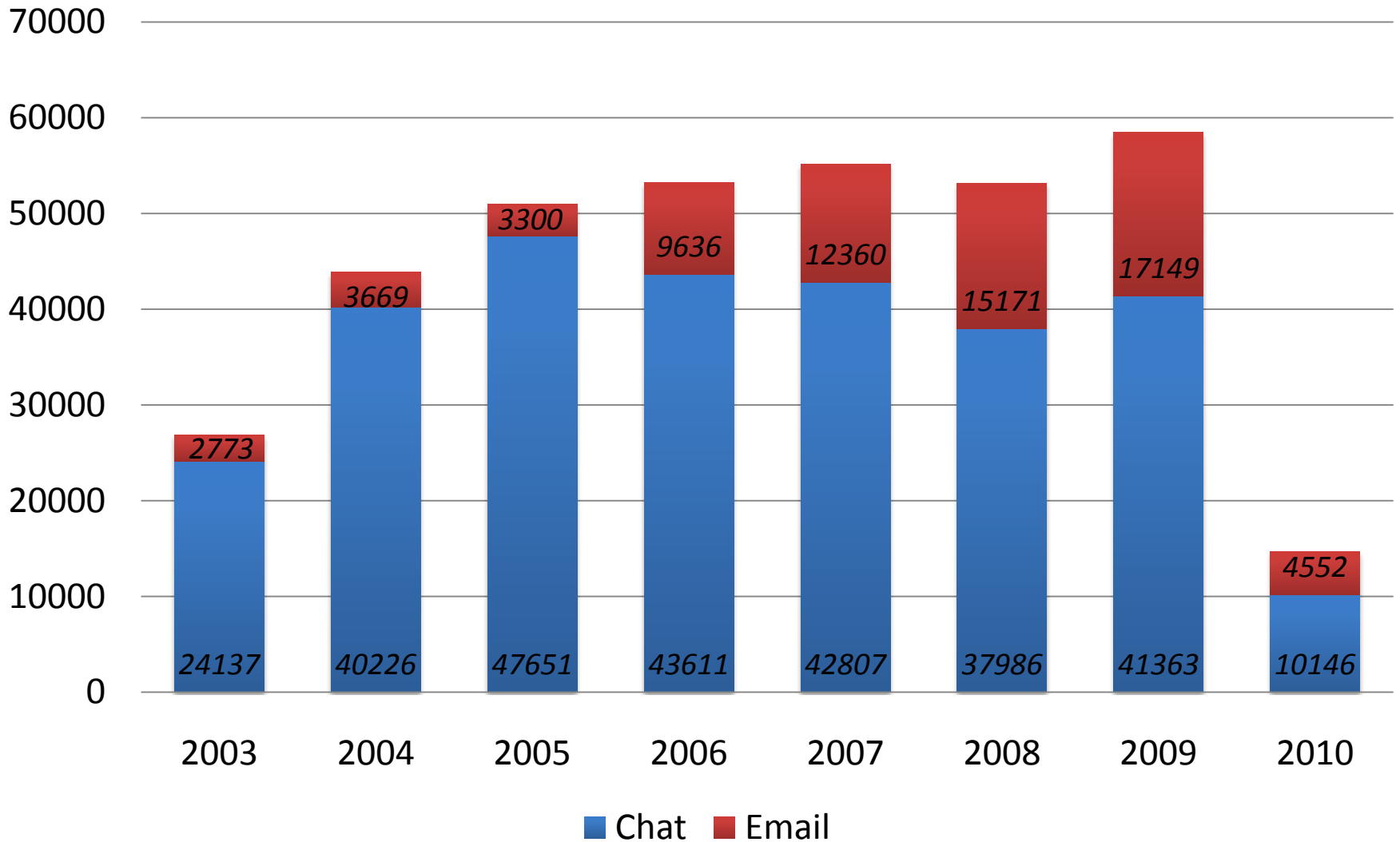
- 39 Partner Libraries
  - 19 public libraries
  - 11 academic libraries
  - 9 special libraries
- 250+ active librarians

# Total Questions Received: 2009

■ the rest of the cooperative    ■ Maryland AskUsNow!



# Total AskUsNow! Business



# How it will work

- Maryland and co-op librarians will be able to transfer customers with law-related questions to MSLL librarians during scheduled hours
- MSLL librarians will be able to pick up customers with law-related questions directly

# You will be able to...

- launch the “chat monitor”
- pick up a new customer
- identify where the customer is coming from
- pick up and initiate IMs and transfers
- set resolution codes
- create and use personalized scripts