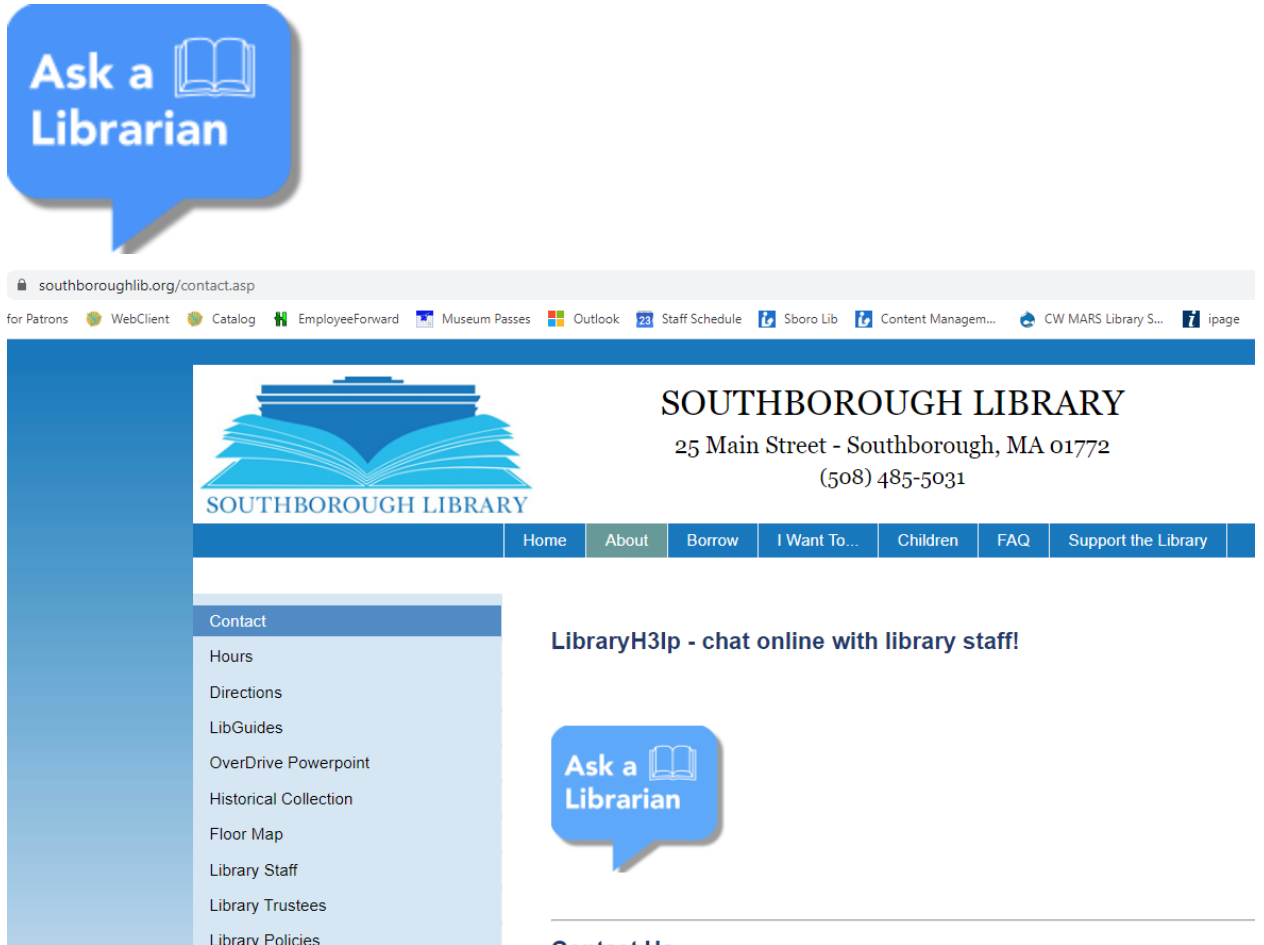


Patrons Use:

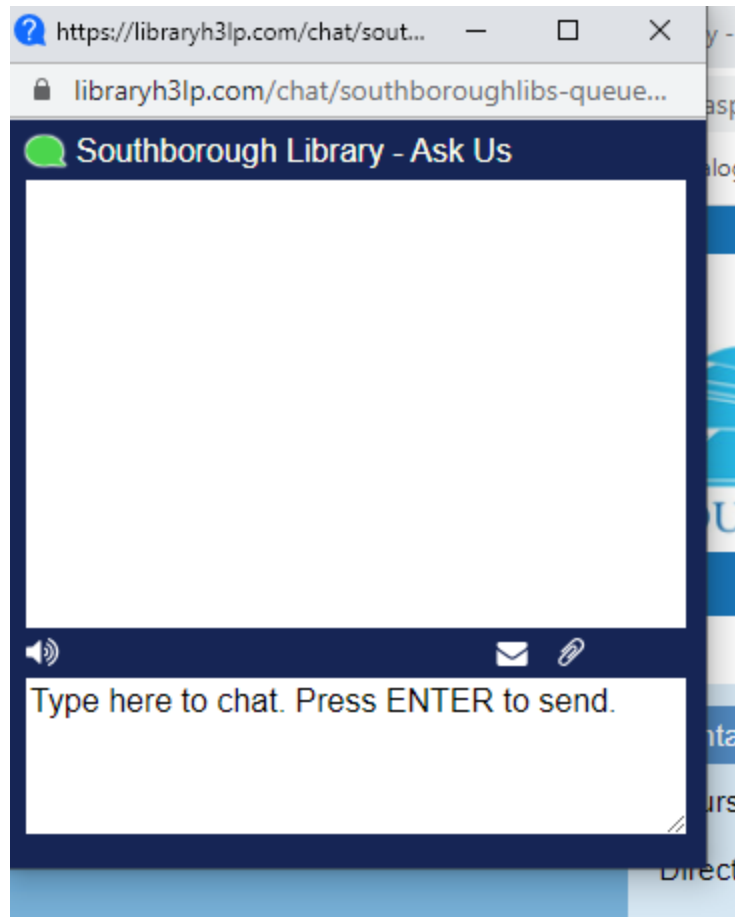
Patrons can access the chat two ways on our website.

One way is on our website at <https://www.southboroughlib.org/contact.asp> and they simply click on the blue “Ask a Librarian” chat box.



The screenshot displays the Southborough Library website interface. At the top, a blue navigation bar contains the library's logo and contact information: "SOUTHBOROUGH LIBRARY", "25 Main Street - Southborough, MA 01772", and "(508) 485-5031". Below this is a horizontal menu with links for Home, About, Borrow, I Want To..., Children, FAQ, and Support the Library. A left-hand sidebar menu lists various services: Contact, Hours, Directions, LibGuides, OverDrive Powerpoint, Historical Collection, Floor Map, Library Staff, Library Trustees, and Library Policies. The main content area features a prominent blue "Ask a Librarian" chat box with a book icon. Below the chat box, the text "LibraryH3lp - chat online with library staff!" is visible. The browser's address bar shows the URL "southboroughlib.org/contact.asp", and the taskbar at the bottom lists several open applications including WebClient, Catalog, EmployeeForward, Museum Passes, Outlook, Staff Schedule, Sboro Lib, Content Management, and CW MARS Library S...

When patrons click on this button, a chat box appears where they can type questions. It looks like this:

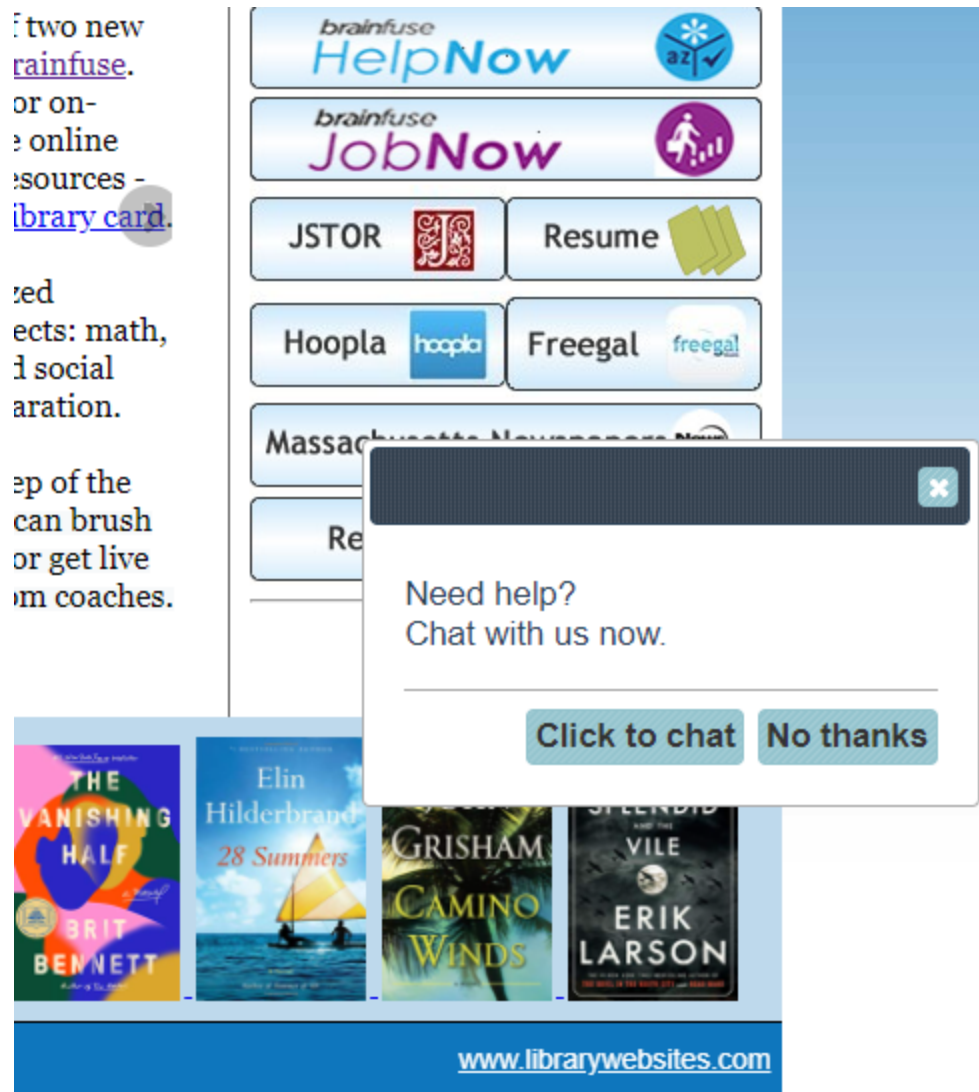


The second way a patron can access the online chat is on the homepage of our website where they will see a pop up online chat box and can click to chat:

two new
rainfuse.
or on-
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resources -
library card.

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d social
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can brush
or get live
m coaches.



The screenshot shows a library website homepage. At the top, there are several service buttons: 'brainfuse HelpNow' (with an 'az' logo), 'brainfuse JobNow' (with a person icon), 'JSTOR' (with a red logo), 'Resume' (with a green icon), 'Hoopla' (with a blue logo), and 'Freegal' (with a white logo). Below these is a 'Massachusetts Newspaper' button and a 'Re' button. A dark grey chat pop-up box is overlaid on the page, containing the text 'Need help? Chat with us now.' and two buttons: 'Click to chat' and 'No thanks'. At the bottom of the page, there is a blue banner with the URL 'www.librarywebsites.com'. Below the banner, there are four book covers: 'THE VANISHING HALF' by BRIT BENNETT, 'Elin Hilderbrand 28 Summers', 'GRISHAM CAMINO WINDS', and 'STENDIB VILE' by ERIK LARSON.

www.librarywebsites.com

If the chat is not available, patrons will see this:



Patrons will be able to click on the gray “Chat Offline” button when the chat is not available in order to browse a list of identified Frequently Asked Questions that looks like this:



Home / FAQs

Ask a Librarian

Find what you need in our searchable FAQ.

All start typing your question...

re-order results ▾

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[read more](#) ▶▶

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0 views | 0 likes | 0 comments | Last updated on Sep 28, 2020

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