

LibraryH3lp

Platform used by libraries, educators, and non-profits for excellent customer service.

Web Chat

Unlimited multi-operator chat for real-time guest communication. Privacy-first, accessible chat with mobile support. Full API available for custom integrations.

Text Messaging

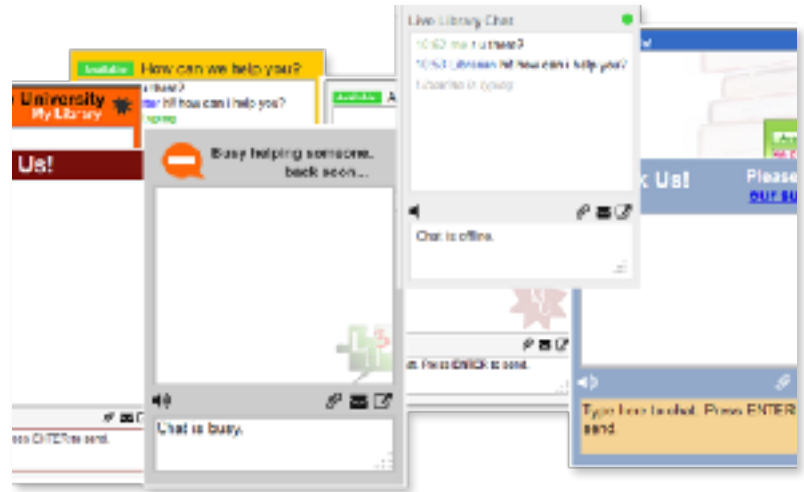
With text messaging you'll reach mobile guests on the go. LibraryH3lp instantly routes texts to staff or saves texts sent after-hours for delivery when you're next online.

Knowledge Base

Unlimited knowledge bases for guest self-help. Standalone or embeddable in any web page. Built-in mobile support. Have an old knowledge base? Import it!

Shared Email

Unlimited email for guest communication and chat follow up. Shared mailboxes keep emails organized and accepts info from web forms.



Premier Customer Service Platform

LibraryH3lp is a trusted and modern software platform reflecting years of hands-on customer service experience and feedback from customers. Every aspect is designed for efficiency, flexibility, expansion, and innovation. We believe that excellence doesn't need to come with a big price tag and that libraries, educators, and non-profits deserve quality tools at affordable price points.

Optional Librarian Backup Staffing

Our partner, Chatstaff, provides flexible backup coverage for libraries only, covering 24/7/365 or select hours. Chatstaff also helps implement your service, process analytics, maintain FAQs, and more. They average a wait time of just under 12 seconds!

Non-profits and educators too!

LibraryH3lp isn't just for libraries. Advising, admissions, student services, and peer counseling departments all use LibraryH3lp. Does your library use LibraryH3lp? Share a subscription at no additional cost or opt to get your own at a reduced rate.



Simple, affordable pricing

Payment is not expected until the service has been tested and placed in your production environment (that is, answering questions from real guests).

- Annual subscription rates start at \$235 and are based upon your service population or student FTE enrollment.
- Text Messaging is available as an add-on packages. Our \$50 package sees most organizations through an entire year of service.

Unparalleled, unrestricted free trial

Our trials are lengthy (90 days minimum), fully-featured, and have no strings attached.

During your trial, you'll build your real service, putting it into production before paying a dime. You can also trial text messaging at no risk and no obligation.

Privacy-first and secure

- Chat messages are encrypted
- Transcript storage is optional
- Delete saved transcripts anytime
- Off the record chat between staff

Plays well with others

- Use with any CMS, LibGuides
- Use with mobile apps, Boopsie®
- Embed in EBSCO, Summon®
- Full API for custom integrations

Ultra-flexible staffing

- No downloads/install required
- Use a browser on your computer
- Use your favorite Jabber client
- Unlimited staff user accounts

Collaborate like crazy

- Staff conference rooms
- Add depts/branches for free
- Partner with other organizations
- Build grassroots consortia

