



## NC Community College System Office Subscription

Chatstaff and LibraryH3lp provide a holistic virtual reference solution offered by small, home-grown North Carolina businesses. The NC Community College System Office has subscribed to services from both companies on behalf of the individual libraries in the community college system.

### Schedule

Chatstaff librarians cover the chat service on the following schedule :

Monday-Friday: midnight-8am & 5pm-midnight *(no coverage 8am-5pm M-F)*

Saturday & Sunday: 8am-midnight

Offline on federal holidays.

### Local staffing

Each school has an unlimited number of accounts in LibraryH3lp software so that local librarians can staff their own local service at any time. There is no co-op coverage between schools; you will be only answering questions from your students if you staff locally. Please see your welcome letter or contact [support@libraryh3lp.com](mailto:support@libraryh3lp.com) about setting up local accounts.

An overview of the staffing side of the software is available at <http://ask.libraryh3lp.com/questions/7050>.

*Please note that local librarians must be logged out or set to away/busy in order for Chatstaff to receive questions from your students.*

### Making chat available to your students

There is a link to chat available in the CCLINC catalog. You can also add chat to your website, Libguides, Blackboard, Moodle, and many of your databases using widgets, buttons, or links. Please see your welcome letter or email us for the specific code you need for your website. LibraryH3lp has created basic boxes and widgets but can customize them to match your color scheme and layout.



[Ask a Librarian](#)

### Accessibility

LibraryH3lp has a strong commitment to accessibility for patrons using assistive technology, <https://ask.libraryh3lp.com/questions/509> and can help address any concerns your IT department might have.

For any questions, please contact us : [info@chatstaff.org](mailto:info@chatstaff.org) or phone 336-612-1627.