

KnowledgeBase

- Main and targeted links; text information
- Use to help user as far as possible before referral
- Help user by accessing catalog, databases (with dummy ID), available policies & other info
- Crucial to have accurate, comprehensive KB entries!

- Positive language, customized scripts to deter frustration
- Users have legal access to:
 - their own library's resources
 - FEL resources
- Minimize barriers to resolution
- Scenario: out-of-town visitor in your library
- Take your time!
 - Average chat 13-15 minutes
 - Don't "pre-research" before picking up user