



From the State Library - July 14, 2020

## Bold360 Chat Informational Webinar

The State Library is providing a chat service to any public library in Iowa. CARES Act funding will be used to pay for the service for 2 years. Bold360 Chat provides live chat sessions that can be used by libraries of all sizes to answer patrons' brief questions. This webinar will introduce library staff to the chat service, describe how it works, and discuss how and why a library might want to implement this service.



This webinar will be presented by James Morse from the Bold360 Team.

By the end of this webinar, participants will be able to:

- Define online chat, web chat, chat room, chat session, chat agent and chat administrator;
- Explain how companies use chat and the business impact of a chat service;
- List some uses for chat in a library setting; and
- Tell how to sign up for the service.

[Register for this Webinar](#)

1112 East Grand Avenue  
Des Moines, Iowa 50319  
1-800-248-4483

---

*The State Library is supported in part by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act.*