



From the State Library - August 1, 2020

## Launching a New Chat Service for Iowa Libraries

### What is live chat and why should I opt in?

Libraries in Iowa are slowly re-opening their doors to the public, but limiting the number of people allowed in the library. Library staff will still need to assist patrons with inquiries and provide the level of service they are used to while reducing the health risks associated with face-to-face interactions. A chat service is a better way to serve their customers by answering questions or providing information virtually and online. Contact-less, easy, fast and effective.



Through the State Library's CARES Act Bold360 project, every library now has the choice to opt in to an easy to deploy chat solution for their website.

Bold360 Agent is a live chat program that will allow library patrons to engage in a virtual chat with librarians through a chat window deployed on your library's website. Customers will be able to access that chat window and initiate a chat by clicking the chat button that will be visible directly on the library's site, regardless of whether a customer accesses the site via a mobile device or their desktop. This solution will allow library staff to help customers find information, reserve books, write a resume, or learn about upcoming programming without in-person engagement. Chat is a quick and easy way for customers and librarians to engage at any time; however, chat is especially relevant during the COVID pandemic as it can ensure patrons are still getting the customer service they're used to while reducing health risks associated with face-to-face interactions.

This CARES Act program is supported by the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act as administered by State Library of Iowa

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