



How  
CAN  
long  
you  
wait?

YOU CAN'T AND NEITHER CAN YOUR PATRONS.  
THEY NEED ANSWERS NOW.  
WE'VE GOT THE SOLUTION.  
WE'RE LIVEASSISTANCE,  
VIRTUAL REFERENCE SOFTWARE THAT IS EASY TO  
SETUP AND USE.

LiveAssistance is a leading provider of virtual reference software for public, private and academic libraries around the world. Through our one-on-one text chat, LiveAssistance provides a cost-effective solution for any library to better serve the needs of its patrons.

#### **BENEFITS TO YOUR PATRONS!**

- **Fast response time.**
- **Immediate answers**
- **Use of familiar and popular medium.**

#### **BENEFITS TO YOU!**

- **Serve remote users.**
- **Receive instant feedback.**
- **E-mail the transcript of the entire chat.**

## LIVE CHAT

Live Chat allows your library patrons to ask questions from your live reference staff and get answers in real time. This communication medium delivers an easy solution for librarians to communicate with their patrons.

## EASY TO SETUP & USE

Implementing LiveAssistance is simple. We provide your web master with a few lines of HTML code and a button, which you can simply copy and paste anywhere on your web site. There is no special software to install on your PC in the library. LiveAssistance works across all browser and platforms.

## CUSTOMIZE INTERFACE

We allow you to customize the look and feel of the chat window to match your library's web site colors. You can change the background color, the fonts and the color of the text. In addition, a logo of your library can be inserted into the chat window.

## STATISTICS MODULE

LiveAssistance comes with a full statistics module. These statistics include number of chat sessions, total time in chat, average chat time, average time in queue and total chats. These reports can be generated per day, range of days or for the entire month.

## FLEXIBILITY

We understand the need to be flexible with libraries. Whether you work at an academic, public or private library, we work with you closely to help implement a virtual reference service. Our hands-on approach is unique in the industry.

## ADDITIONAL FEATURES

- **Pre-Defined Quotes.**
- **Knowledge Base.**
- **Push Web Pages.**
- **E-mail Signatures.**
- **After Hours E-mail.**

LiveAssistance, launched in 1998, is a product of International Business Systems, Inc. (IBSI). Founded in 1986, IBSI continues to provide innovative interactive solutions for organizations around the world.

**ASK ABOUT OUR FREE TRIAL  
PROGRAM FOR YOUR LIBRARY**

International Business Systems, Inc.  
12418 Ox Hill Road, Suite 200  
Fairfax, VA 22033

703-620-8838  
[www.liveassistance.com](http://www.liveassistance.com)  
[manny@liveassistance.com](mailto:manny@liveassistance.com)