Ask Yale

Service Owner George Ouellette
YUL Service Domain [Reference Tool Services](#) [1]
Alias LibAnswers, LibChat, Ask Yale Library, Ask a Librarian, ask.library.yale.edu
Short Description: AskYale is a multi-channel communications platform that allows YUL staff to answer users' questions via real-time web-based chat, SMS, e-mail, Twitter, or Facebook. AskYale also functions as a self-service FAQ portal.

Description
AskYale provides students with a suite of tools to retrieve information from Yale University Library staff. AskYale is based on the SpringShare LibAnswers and LibChat platforms.

AskYale provides a real-time web-based chat function that allows direct communication between users and YUL staff. It also powers a self-service, searchable FAQ system that allows users to get the information they need when they need it. The FAQ's search functionality includes predictive searching and the ability to connect one FAQ entry to another as a related topic.

AskYale allows YUL staff to post directly to social media accounts, including support for content embargoes where information can be posted automatically at a later time.

Visibility No visibility restrictions
Who is elegible to use this service offering? Yale Library Staff Only
Affiliations that can use this service offering Staff
How do I get it?
TBD

How do I access it?
Once a YUL staff member has been granted access, AskYale can be accessed through the main LibApps site at

https://yale.libapps.com/libapps/admin [2]

or directly at

https://ask.library.yale.edu/admin [3]

Does your service offering require a user to have specific system configurations?
This service is entirely web-based. As such, only a modern web browser is required to access this service.

Is there a specific area that your user can go to for help?
https://springshare.com/libanswers [4]

Do you have specific Documentation and Support outside of the Knowledge Base?
No

Are there any specific policies and procedures outlined for your service offering?
No.

Are there Rates & Charges Associated to this Service Offering? No
Categories Access
Enhancement
Inquiry
Outage
Performance Issue
Something Broken
Tier 1 Support YUL Support Group (listed above)

Sub-category needed? No
Generic Request? No
URL to service application (if any) https://ask.library.yale.edu [5]
Can users request access to your service offering? Yes
Support Group Client Services & IT Operations [6]

Source URL:https://web.library.yale.edu/lit/servicecatalog/164753

Links
[1] https://web.library.yale.edu/service-domains/reference-tool-services [2] https://yale.libapps.com/libapps/admin [3] https://ask.library.yale.edu/admin [4] https://springshare.com/libanswers [5] https://ask.library.yale.edu [6] https://web.library.yale.edu/service-support-groups/client-services-it-operations