Ask Yale

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**YUL Service Domain** [Reference Tool Services](https://web.library.yale.edu)[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 eligible to use this service offering?** YUL 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](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
Can users request access to your service offering? Yes

Support Group Client Services & IT Operations

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

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