

VIRTUAL REFERENCE AT THE SAN FRANCISCO PUBLIC LIBRARY

CHAT, TEXT, EMAIL AND A SEARCHABLE FAQ!

Presentation for the San Francisco Public Library
Commission on 2/16/2017

Common chat/text questions are:

- ▶ How can I renew my card?
- ▶ Can I update my PIN?
- ▶ Do you have the book...?
- ▶ eResources
- ▶ Discover and Go
- ▶ When was the Opera House built?
- ▶ What time does the Warriors game start?

CHAT/SMS (TEXTING)

Text us at 415-723-4414 when chat is online.

Chat with a Librarian

Enter Name or Alias

Email (optional for follow-up)


Subject

Enter Your Question Here


Start Chat

Email messages and forms all land on the “Dashboard” as tickets.

DASHBOARD





 send email

Send us your comments and suggestions

 **Email Reference**
Submit a question to an SFPL librarian via email. Emailed questions may not be answered immediately; for a quicker response, use SFPL Text & Chat or call your local library.

 First time user? eBook questions? Ask for eBook assistance

Tickets 1 - 4 (of 4)

Id	Status	Queue	Question	Last Message From	Owner	Updated ↓
<input type="checkbox"/> 1641984	New	English	Hello. I am wondering if you have Joshua Lawrence Chamberlain's Bayonette! Forward in stock or if you know where I can find it? 	Patron	4 AMR Quindi Berger	Feb 02 2017, 12:27pm
<input type="checkbox"/> 1641983	New	English	Registration for Murder Mystery Program on Tuesday, March 28th 10:00 –noon 	Patron	---	Feb 02 2017, 12:27pm
<input type="checkbox"/> 1641945	New	English	Can you help with Axis eBooks I incorrectly tried to download? 	Patron	---	Feb 02 2017, 12:13pm
<input type="checkbox"/> 1641825	New	English	BiblioCommons User Feedback 	Patron	---	Feb 02 2017, 11:32am

EMAIL MESSAGING AND FORMS



FAQ: Frequently Asked Questions - SFPL

117 Answers

Search

Browse:

All

English | Español | 中文

Topics

Popular

Recent

Featured

How do I use Discover & Go?

Last Updated: Dec 21, 2016 | Topics: Discover & Go | FAQ | Views: 8185

How do I renew eBooks?

Last Updated: Jul 13, 2016 | Views: 6650

How do I get a library card?

Last Updated: Dec 20, 2016 | Topics: Services | Views: 4317

How do I renew my Library Card?

Last Updated: Nov 22, 2016 | Topics: Services | Borrow Items | My Account | Views: 3341

What documents are required to get a Library Card?

Last Updated: Apr 21, 2016 | Topics: Services | My Account | Views: 3140

How do I connect to the library's wifi?

Last Updated: Jan 13, 2017 | Topics: computers / equipment | Services | Views: 2815

Chat & Phone Hours

Sun	Mon	Tue	Wed	Thu	Fri	Sat
12-5	10-6	9-8	9-8	9-8	12-6	10-6



Click to chat now!



send email



call 415-557-4400



send text (sms) to 415-723-4414



suggest a title for purchase



eBook / eAudiobook help

<http://sfpl.libanswers.com/>

FAQ: QUESTIONS AND ANSWERS

RATINGS AND STATISTICS



This is so convenient.

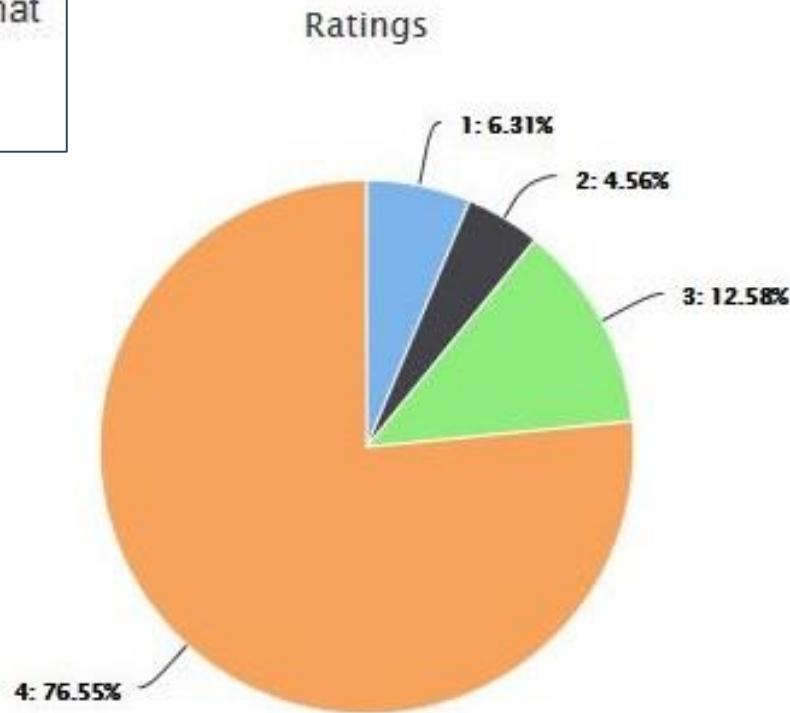
Super prompt response and very helpful. Found what I needed. Thank you!

this was a quick and painless process! Love it! Will not think twice about using it again.

Renewing my library card via chat was easy, quick and efficient. Thanks!

The Librarian was very helpful and knowledgeable. Also, S/he was very nice and patient to help me and guide me step by step! S/he taught me a new way to search books. Thank you very much for his/her helps!!

Since Jan. 2015 we have received over 20,000 chat messages. Average rating in that time? 3.6 out of 4!



So, so helpful! Really an extraordinary service. Thank you!

Thank you so much for having this live chat available - I live in Connecticut!

PATRONS RATINGS AND COMMENTS

excellent, super friendly, informative. I LOVE MY LIBRARY!

Showing statistics for 20226 (out of 20226) Chats

Monthly Breakdown

Status	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT
Missed	73	101	153	129	48	60	68	75	111	64	60	55	76	88	126	126	106	163	131	127	64	45
Answered	383	456	635	652	558	712	778	764	767	770	637	652	837	827	858	761	792	878	855	984	757	743
Totals	456	557	788	781	606	772	846	839	878	834	697	707	913	915	984	887	898	1041	986	1111	821	788

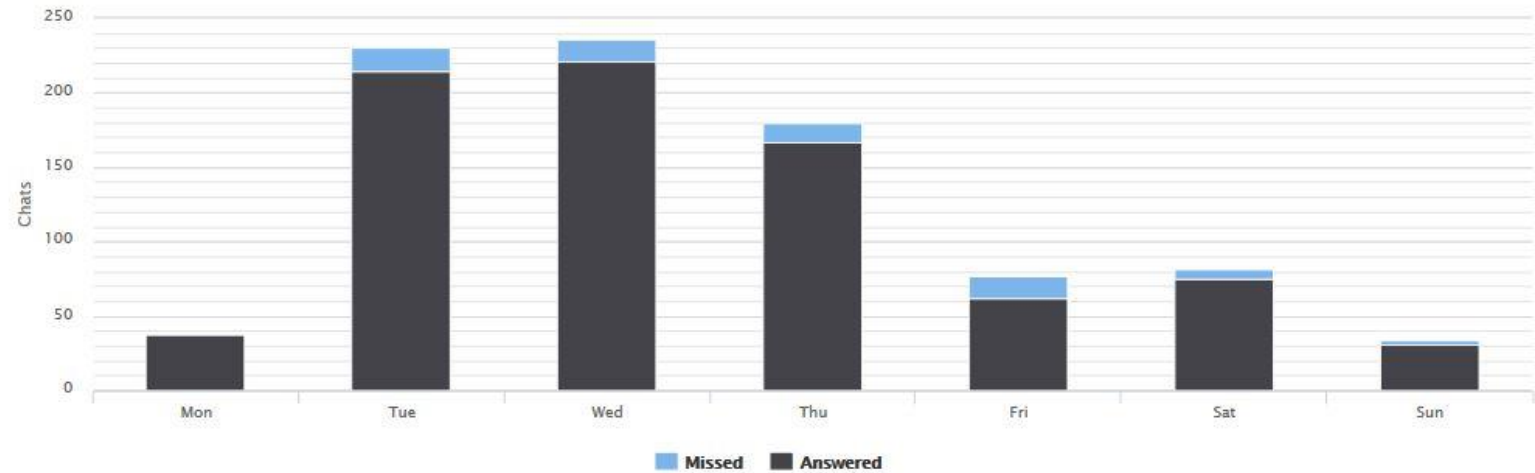
▶ Chat Statistics:

▶ How many?

▶ Missed chats?

▶ Busiest days and times?

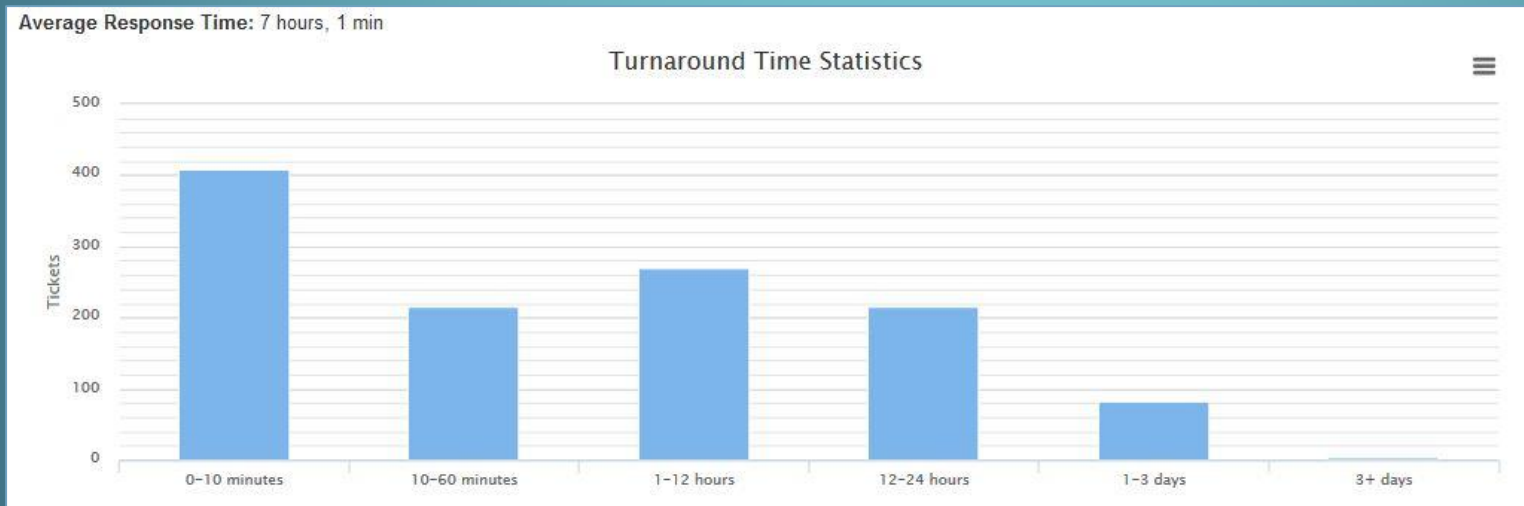
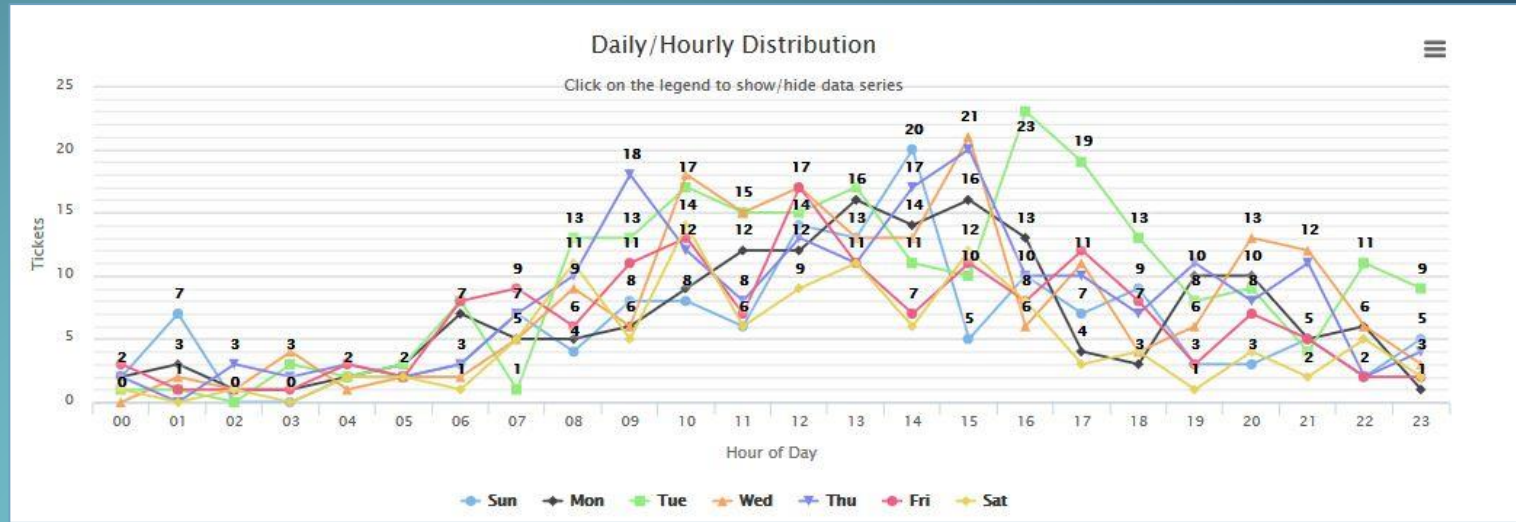
Daily Statistics



CHAT STATISTICS

▶ Email Statistics

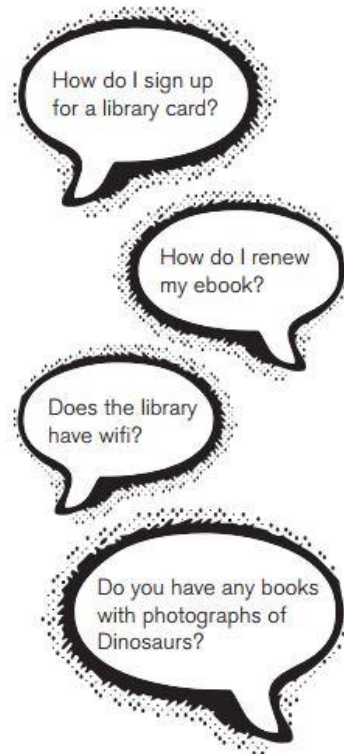
- ▶ Daily/Hourly Distribution
- ▶ Turnaround Time



EMAIL/"TICKET" STATISTICS

Thank you and remember to
“Ask a Librarian”
when you have any questions!!!

Ask a Librarian



Chat and text with a friendly librarian during open SFPL hours. Visit

sfpl.org/askalibrarian
to get started.



San Francisco Public Library

Have questions? We have answers!

Text & Chat

We answer your brief, factual questions via text & chat.

Email Us

Submit a question to an SFPL librarian.

Call Us

Call during business hours to speak with an SFPL librarian at
(415) 557-4400

Visit Us

Visit the Main Library or neighborhood libraries in person to speak with an SFPL librarian.

Brainfuse

Live on-to-one online homework help in English, Spanish and Cantonese for students and learners of all ages.

FAQ Page

Search for answers to your questions on our site, or send them for a quick response.

sfpl.org/askalibrarian