We’re off to see the Widget:
Finding the Heart, Courage and Brains to Use an IM Widget
Brian Lind
Library Technology Conference 2010

References/Contacts

Library Success: A best Practices Wiki
Online reference page – shows different kinds of IM software and which libraries are using them.
http://www.libsuccess.org/index.php?title=Online_Reference#Software_We_Like_for_IM_Reference

“More Chat in the Catalog” by David Lee King
http://www.davidleeking.com/2009/05/30/more-chat-in-the-catalog/

A blog article talking about a library moving from MeeboMe to libraryh3lp.com

AskMN 24/7 Reference
Carla Steinberg Pfahl at Minitex
pfahl001@umn.edu
(612) 626-6845
Contact information if you’re interested in learning more about the Minnesota 24/7 reference collective

IM/Widget Software Vendors

libraryh3lp.com
Pam & Eric Sessoms
info: http://libraryh3lp.blogspot.com/
FAQ: http://libraryh3lp.com/docs/h3lp

MeeboMe Widget
http://www.meebome.com/

Pidgin (can be used in conjunction with libraryh3lp.com)
http://www.pidgin.im/

Plugoo
http://www.plugoo.com/

Trillian (now Trillian Astra)
Sample code for RPL libraryh3lp widget (including underlying code for “widget not available” times)

Goes anywhere in <head> section of HTML page:

```html
<script type="text/javascript" src="http://libraryh3lp.com/js/libraryh3lp.js?multi"></script>
```

Goes in <body> section of HTML page (at location where widget should appear on page):

```html
<div class="needs-js">
  <div id="widget">Chat requires JavaScript.</div>
</div>

<!-- end javascript check -->

<!-- This is the code for the libraryh3lp widget itself which is generated by libraryh3lp and will work once you've signed up for an account-->
<div class="libraryh3lp" jid="refdeskqueue@chat.libraryh3lp.com" style="display: none;">
  <div id="widget">
    <!-- The width and height of the widget can be adjusted by changing numbers in the following iframe section-->
    <iframe src="http://libraryh3lp.com/chat/refdeskqueue@chat.libraryh3lp.com?skin=2215&theme=jsf-text&title=Ask A Librarian &identity=RPL Librarian" width="220" height="320" float="right"></iframe>
  </div>
</div>

<!-- begin message that will display if widget is not available -->
<div class="libraryh3lp"><strong><br />
  <span class="fontbiggest">Sorry, Rochester IM chat is currently offline.</span></strong><p><br />
  <!-- Insert image of AskMN 24/7 and a hyperlink to our AskMN portal -->
  <a href="http://www.questionpoint.org/crs/servlet/org.oclc.home.TFSRedirect?virtcategory=12904">
    <img src="/images/AskMNlogo.gif" alt="AskMN logo" width="150" height="69" border="0" /></a><br />
  <a href="http://www.questionpoint.org/crs/servlet/org.oclc.home.TFSRedirect?virtcategory=12904">Please try AskMN 24/7 Chat Reference<br /></a>
  or<br />
  <strong>Call Us: </strong> 507.328.2309<br />
  <a href="http://www.rochesterpubliclibrary.org/Apps/Reference/askus/AskUsForm.cfm">Email Us</a><br /></p>
</div>

```

http://www.trillian.im/

http://www.rochesterpubliclibrary.org/Apps/Reference/askus/AskUsForm.cfm
<a href="http://www.questionpoint.org/crs/servlet/org.oclc.home.TFSRedirect?virtcategory=12904"></a><br />
</div>

<div class="libraryh3lp" style="display: none;">
<!-- end widget class div -->
</div>

<!-- END LibraryH3lp Code Chunk for Refdeskqueue -->

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