



Example Scripts

General Script Guidelines

- See the [Site Supervisor Manual](#) for more information on setting up institutional scripts. See the [Training Manual](#) for more information on setting up personal scripts, and about the difference between Personal Scripts, Institutional Scripts and Shared Scripts.
- Find more examples (and contribute your own) at the Clearinghouse for QuestionPoint Scripts: <http://wiki.questionpoint.org/Clearinghouse-for-QuestionPoint-Scripts>
- It is not necessary to restate your name and location in your greeting script, as that adds unnecessary length to the script, and this information is already provide by your screen name.
- Keep greeting scripts as short as possible. Avoid language that sounds “robotic.”
- See the last page of this document for a list of all Ask Us 24/7 Shared Scripts. You can use these at any time without having to create additional personal scripts. But feel free to adapt/change them to personal scripts that best meet your needs.
- Do not use greeting or closing scripts that refer to “Ask Us 24/7” if the patron is not from Ask Us 24/7. When in doubt, use a generic greeting that does not mention the name of any service.

Greetings:

Patrons [outside Ask Us 24/7](#) (or consider instead using the institution’s greeting script, which can be found in the “Scripts” tab under “Patron Library”):

Hello! None of your local librarians are available right now, but I will do my best to help you. I am reading your question and will be with you in a moment.

Hello and welcome! Your library and my library are part of a nationwide group that provide backup for each other's service. I'm reading over your question and will be with you in just a moment.

Hello! Librarians from your institution are not available at this moment, so I will try to answer your question to the best of my ability.

Hello, I'm from a library collaborating with your library to offer 24/7 service. I'm reading your question and will be right with you.

Hello! This is the reference librarian. How may I help you? (Used when no question has been asked.)

Many libraries have joined together to bring you this service. Since the librarian from your library is not online right now, I'll do my best to help you.

Patrons of other libraries in Ask Us 24/7. Do NOT use these scripts for patrons that are NOT part of Ask Us 24/7. When in doubt, it is always safe to use the scripts above, for outside patrons:

Any of the above scripts can be adapted to contain the words “Ask Us 24/7.” In addition, see the existing Shared Scripts (on the last page of this document) for more ideas.

Your own library's patrons. This is best used as an Institutional Script, created by the site supervisor. Do NOT use these scripts for patrons that are NOT from your library:

Hi. Welcome to [name of library]'s Ask Us 24/7 reference service. Please hold on while I look at your question.

Closings:

Patrons outside Ask Us 24/7 (or consider instead using the institution's closing script, which can be found in the “Scripts” tab under “Patron Library”):

Thank you for using our chat service and have a great day!

It has been a pleasure chatting with you. Thank you for using our online reference service.

Patrons of any library in Ask Us 24/7, including yours. Do NOT use these scripts for patrons that are NOT part of Ask Us 24/7. When in doubt, it is always safe to use the scripts above, for outside patrons:

Any of the above scripts can be adapted to contain the words “Ask Us 24/7.” In addition, see the existing Shared Scripts (on the last page of this document) for more ideas.

Your own library's patrons. This is best used as an Institutional Script, created by the site supervisor:

Thank you for using Ask Us 24/7! Please help us to improve our service by filling out the survey that will pop-up on your screen. (This is to be used only with your own library's patrons IF you are using a survey. Other librarians chatting with your patrons can also use it. Do NOT use this with other libraries' patrons unless you know for sure that they are using a survey.)

Miscellaneous:

My screen shows that you have disconnected. If you need further assistance, please login again.

Are you still there? It looks like you might have been disconnected or be experiencing technical difficulties. I'm going to disconnect, but you'll receive a transcript of our chat through email. If you have more questions, feel free to connect again.

Dealing with problematic patrons. (Also see the Shared Scripts titled “Joking Patron” and “Rude Patron” on the last page of this document):

Your language is inappropriate for this situation. Goodbye.

Your comment was inappropriate. The librarian is leaving the conversation. Please use this service again when you have a legitimate question or information need.

Frequently-used Phrases:

If this is for school, do you mind if I ask what grade this is for so that I send you something you can really use? (Also see the Shared Script titled “AskUs What Grade?” on the last page of this document, for another way to say this.)

Do you think this is enough information for you to get started on your project?

Have I completely answered your question?

Does that answer your question?

Can I help you with anything else today?

I am still working on getting the answer to your question. Thank you for being so patient.

Answers to Frequently Asked Questions for your Library. These are good as Institutional Scripts, created by the site supervisor, so that other librarians can use them with your patrons. They can be titled as “renewals” or “Loan Periods” to describe the question they are answering:

Sign into the catalog with your student ID number. Click on the link in the top tool bar. Click on Loans. You will have the option to renew any titles that are not overdue.

The loan period for books is 28 days unless the book is recalled, in which case the due date is revised. Loan periods vary depending on material format and on your status as faculty, staff, or student.

Your PIN is the last four digits of your phone number. If this does not work, please call the library at xxx-xxxx to have your PIN reset. This can not be done through chat or email.

Ask Us 24/7 Shared Scripts

Name	Text
AskUs Greeting 1	Welcome to Ask Us 24/7! I am reading your question and will be with you in a moment.
AskUs Greeting 2	Hello, and welcome to Ask Us 24/7. None of your local librarians are available right now, but I will do my best to help you. I am reading your question and will be with you in a moment.
AskUs Greeting 3	Hello and welcome to AskUs 24/7. I'm from a library collaborating with your library. I'm reading your question and will be right with you.
AskUs Deadline	What's the latest date that you can use this information?
AskUs Joking Patron	This is a reference service. When you have a question, come back and we will be happy to help you.
AskUs Rude Patron 1	Your comment was inappropriate. The librarian is leaving the conversation. Please use this service again when you have a legitimate question or information need.
AskUs Rude Patron 2	I am sorry you feel that way; however, we prefer to handle sessions professionally and with civility. If you are willing to use polite and respectful chat, we can go on, or you can return when you have more time and patience. Which would you prefer?
AskUs What Grade?	Can I ask what grade you're in? It will help me find more appropriate sources for you.
AskUs Where Have You Looked?	Can you tell me what sources you've already checked, just so I don't duplicate your search?
AskUs Still searching	It is taking longer than I thought to locate this information. Thanks for your patience.
AskUs Still there?	Are you still connected? I haven't heard from you in a while.
AskUs Closing	It has been a pleasure chatting with you. Thank you for using Ask Us 24/7!
AskUs Closing - Disconnected	It looks like we may have been disconnected. We will email you a transcript of this session. If you need more help, please contact us again. Goodbye, and thank you for using the Ask Us 24/7 reference service!