Guide to Using LibAnswers and LibChat

In order to either chat with a librarian or review our frequently asked questions (FAQs), you will want to go directly to https://nsu.libanswers.com/ using any web browser. This will take you to the LibAnswers main page. Please refer to the image below.

For LibChat, #6 in the image, click here to jump directly to that section.

From the LibAnswers opening page, you can begin reading the FAQs right away. However, there are several key features on this page you should take note of. These features have been highlighted in yellow, numbered, and delineated below.

#1 This first area is a search box. It searches the FAQs that exist within LibAnswers. It does not search the rest of the library website, LibGuides or any part of the library's collections.

#2 In this area, you can filter the FAQs by the following predetermined filters:
   a. Featured contains items the library deems most important.
   b. Popular contains items that have been viewed the most.
   c. Recent lists the last ten questions viewed.
#3 This box contains another method that can be used to filter questions from the Q&A. If you click on the drop-down arrow next to topics, a list of all the topics assigned to each Q&A will be displayed (see image below). Next to each topic is the number of questions that are associated with that topic.

![LibAnswers Topics](image)

#4 This is another way to access the Topics. You may notice right away that this area has the exact same information you found in the drop-down list in #3. They are links that will take you to all the questions associated with the particular topic you click on.
In this next area, you will find an example of a question. Each question tells you when it was last updated, any relevant topics the question covers, and the number of times the question has been viewed. When you click on the question, it will take you to the answer for that question. Please see the image below.

In addition to the answer, there are a few useful features below the answer.

a. The “was this helpful” buttons: can be used to vote on the helpfulness of an answer and see how many other people felt the same way.

b. To the right of these buttons you will see the following icons.

In this order, these buttons will allow you to print, tweet a link, or post the Q&A to Facebook.

c. Below each of these, you will find a box for comments. You can read public comments left by others or leave a comment of your own.
#6 LibChat

The item labeled “#6” in the image of the LibAnswers opening page is LibChat. This is where you can either chat with a librarian live when we are open, or leave a question for a librarian if it is outside of operating hours. If you cannot find the answer to your question, just fill out the information in the “Welcome to LibChat” box and press “Start Chat” to begin communicating live with a member of the staff.

In fact, this box can be found in several places while working within the online library. Feel free to start a chat anytime you see this box!

If you do not want to chat live with a librarian, or you are trying to reach us when we are closed, you can submit a question anywhere that you see this button.

When you click on this button, it will open a box where you can ask your question to be answered by the next available staff member.

If any of these instructions were not clear…then click that Submit Your Question button, write out your question(s), and a librarian or library staff member will answer you as soon as possible.