BookChat
Powered by NoveList

BookChat Talking Points

> Our library will begin offering a new service from NoveList called BookChat. I want to share a few key points about BookChat and how it will help our patrons and our staff, too.

NoveList BookChat is a live chat service offering personalized reading suggestions to patrons and library staff while using NoveList Plus.

BookChat is perfect for patrons who don't like to ask for help, or those in a hurry who want help right away. It's also perfect for our patrons using NoveList at home or when the library is closed.

BookChat is a great resource when you're stumped by a patron request, especially when you're asked for a recommendation in a genre you don't read often or on an unfamiliar topic.

Let me emphasize that BookChat does not replace library staff. It's a text-based way for patrons or staff to get help when they need it, especially after hours.

BookChat Specialists have years of readers' advisory experience and can provide support covering a wide range of books, including different genres, formats, and audiences. Their recommendations will also tell you why one book, author, or series is recommended over others as well as search tips for using NoveList effectively.

BookChat Specialists will not have live access to our library's catalog but will recommend that patrons follow up via our library's catalog or with our staff.

Current hours of service are Monday -Saturday, 1:00 - 9:00 p.m. ET. Any questions after hours will be sent to BookChat Specialists via email and responded to the next business day.

We'll be promoting BookChat to patrons inside the library, on our website, on social media, and in our library newsletter.

We encourage you to log into NoveList Plus and try BookChat to get a feel for the service so you can confidently recommend it to patrons.

I hope you're as excited about BookChat as I am and that you find it saves you time and helps you provide recommendations faster and easier than before.

If you have any questions about BookChat, I'm happy to answer them.