

## [Scripts](#) [1]

### What are Scripts?

Scripts are canned messages that AskAway staff can send to chat patrons. Scripts can be created at three levels:

- Service-wide scripts: Available to all service providers at any time.
- Institutional scripts: Available to service providers at a particular institution.
- Personal scripts: Any service provider can create personal scripts that they can use during their chat sessions.

The current list of scripts is available below. We welcome feedback and suggestions on scripts that should be added or changed.

### Creating institutional and personal scripts

- [Steps to create institutional scripts](#) [2] (for local coordinators)
- Steps to create personal scripts (for service providers):
  - Login to [LibraryH3lp](#) [3]
  - In the far left navigation, click "Canned Messages" (pencil icon)
  - Click the "+" button in the top right
  - Enter the text of your personal canned message and click "OK"
  - Your canned message will now be available for you to use

### Service-wide scripts

#### Begin

##### Begin - AskAway Welcome

Hi and welcome to AskAway. How can I help you?

##### Begin - Chat Expand

Quick tip: You can make the chat window larger by clicking the expand icon (top right) and a new window that you can resize will pop-up.

##### Begin - Closing Soon

Hello and welcome to AskAway. We're closing in a few minutes. Hopefully, we can help you get started on your question but you may need to return during open hours (Su-Th 10am-9pm; Fr-Sa 11am-5pm) or send your question by email to your home library: <https://askaway.org/email-reference> [4]

##### Begin - Swamped

Hello and welcome to AskAway. We're extremely busy answering multiple calls, but your question is important to us. Would you like to wait (5-15 minutes) or come back with your question at a later time? You can also email your question to your home library: <https://askaway.org/email-reference> [4]

#### Chat

##### Chat - Busy

We're currently responding to a high volume of questions, and every service provider is helping multiple people. I'll make every effort to answer your questions quickly and thoroughly but my responses may be slower. Thank you for your patience.

**Chat - Check In**

Are you still there? I haven't heard from you in a while... I hope we haven't lost our connection. If I don't hear from you soon, I'm going to close our session but please come back if you have any more questions.

**Chat - Citation**

I'm happy to help you learn how to cite your sources and can work with you to find citation guides and examples to follow.

**Chat - Citation Limits**

On AskAway, we can help you find citation guides and examples that you can compare with your own citations, but we cannot proofread or edit citations for you. Our goal is to teach you how to cite information independently.

**Chat - Limits**

I'm happy to help you find guides and search resources, but AskAway does not offer research on behalf of patrons. Our goal is to teach you how to find, evaluate, and cite information independently.

**Chat - Refer Phone or Text**

It sounds like you'll need to contact someone at your library directly, either by calling or texting. One moment while I find contact information for you...

**Chat - Refer Public**

Your question is beyond the scope of this service, which is intended to help post-secondary patrons with questions related to their research or coursework. Can I help you find contact information for your local public library?

**Chat - Refer Research**

I'll do my best to help you get started with your research, but I may have to refer you to a subject specialist librarian at your home library for in-depth research help.

**Chat - Refer Writing**

It sounds like you could use some writing help. There aren't any writing tutors available on this service, but I can refer you to your writing or learning centre. Can I help you find contact information for writing assistance?

**Chat - Repeat Question**

It appears another service provider is already answering this question for you. Would you like me to try transferring you back or would you like to continue in this session instead? In order to provide better service, duplicate questions may be closed.

**Chat - Transcript**

Quick tip: At any time during our chat, click on the email icon and enter your email address to receive a copy of the session, including links. The system will email you a copy of our session as is at the moment you enter your email and request it. To receive a copy of the complete session, I recommend waiting until the end of the session to request it.

**Chat - Transfer**

My shift is ending soon, but I'd be happy to transfer you to one of my colleagues who can continue helping you with your question. Would you like to continue this session with another service provider?

**Close****Close - Goodbye**

Thank you for using AskAway. We hope you visit us again. To receive a transcript of our session, click the email icon and enter your email address. If you are using a public workstation, remember to use the "Clear Chat History" button to clear the chat box for the next user (after you request a transcript). I also encourage you to fill out our short survey - your feedback will help us improve the service: <http://bit.ly/AskAwayExitSurvey> [5]

**Close - Now Closed**

AskAway is now closed. We'll be happy to help if you come back during our open hours (Su-Th 10am-9pm; Fr-Sa 11am-5pm) or you can send your question by email to your home library: <https://askaway.org/email-reference> [4]

**Problem****Problem - Complex Question**

I'm still searching but your question is not an easy one, and it's taking some time to look for resources. Are you okay for time now? You can also return later or contact your library via email instead...

**Problem - Contact Security**

This sounds like a situation where you should contact Campus Security. I can help you find their contact number, but I can't call them for you. One moment while I look for their contact information...

**Problem - Crisis Centre**

If you are in crisis or want to talk confidentially to someone about a personal issue, you should call the BC Crisis Centre 1-800-784-2433 (24 hours) or chat online (7 days a week, noon-1am) at <https://youthinbc.com/> [6]

**Problem - Prank**

This service is intended to help you with library related questions. Is this question related to your coursework or research? If not, I will close this session and you are welcome to return when you have a library related question.

**Problem - Privacy**

Please be aware that any personal information you provide will be recorded in the transcript of our conversation and stored on AskAway's LibraryH3lp servers in Canada. Transcripts are used solely for evaluation purposes to improve the service and are collected under the authority of the University Act (R.S.B.C. 1996, c.468, s. 27(4)(a)) and the College and Institute Act (R.S.B.C 1996, c.52, s. 41(1)(4)). More information can be found here: <https://askaway.org/content/askaway-privacy-notice> [7]

**Problem - Rude**

I would like to help you with your question, but you will need to demonstrate appropriate behavior. We do not tolerate rude language from people who use AskAway. Would you like to continue this session or return at another time?

**Problem - Technical**

We're currently experiencing technical issues. Thank you for your patience, and we apologize for any inconvenience. If we disconnect, please come back later. You can also email your question to your home library: <https://askaway.org/email-reference> [4]

**Problem - Threats, Rude End Session**

Threatening, abusive, or obscene statements are not acceptable. I am ending this session now. You are welcome to use AskAway later when you can be polite and respectful.

**Source URL:** <https://askaway.org/staff/scripts>

**Links**

[1] <https://askaway.org/staff/scripts>

[2] <https://askaway.org/staff/local-coordinators-manual#eight>

[3] <https://ca.libraryh3lp.com/webclient/client>

[4] <https://askaway.org/email-reference>

[5] <http://bit.ly/AskAwayExitSurvey>

[6] <https://youthinbc.com/>

[7] <https://askaway.org/content/askaway-privacy-notice>