

## [Service Providers](#) [1]

### Key links for your shift

- [LibraryH3lp Webclient](#) [2] (select *askaway* queue and *institutional* queue)
- [Campfire](#) [3] (arrive early and offer to take any transfers)
- [Guest Logins](#) [4]
- [Library Policy Pages](#) [5]
- [Current Chats](#) [6]

Having trouble logging in to any of these sites? [Contact us](#) [7].

### COVID-19 FAQs

New FAQs for AskAway service providers are now available:

- [COVID-19 FAQs](#) [8]

These FAQs will be updated as needed. If there's an FAQ you'd like to see added, please [let us know](#) [7].

### FAQs and Helpful Resources

- [LibraryH3lp FAQs](#) [9] (for service providers)
- [Service FAQs](#) [10]
- [Institutional Acronyms](#) [11]
- [AskAway Blog](#) [12]

Is it your first shift? Check out the [Shift Checklist](#) [13].

### Alone on your shift?

If you're the only one logged in for your shift or someone is missing, please see the FAQ linked below for steps you can take to call for help:

- [I'm the only one logged in or someone is missing. What should I do?](#) [14]

### Swamped Message

To send a swamped call, click the Swamped button below, enter the email address associated with your account on the AskAway website, and send out a call for assistance to the [service providers list](#) [15].



[16]

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

#### Links

- [1] <https://askaway.org/staff>
- [2] <https://ca.libraryh3lp.com/webclient/client>
- [3] <http://askawayps.campfirenow.com/>
- [4] <https://askaway.org/staff/guest-logins>
- [5] <https://askaway.org/staff/library-policy-pages>
- [6] <https://askaway.org/staff/current-chats>
- [7] <https://askaway.org/staff/contacts>
- [8] <https://askaway-covid-19.ask.ca.libraryh3lp.com/>
- [9] <https://askaway.ask.ca.libraryh3lp.com/>
- [10] <https://askaway.org/staff/faq>
- [11] <https://askaway.org/staff/institutional-acronyms>
- [12] <https://askaway.org/blog>
- [13] <https://askaway.org/staff/shift-checklist>
- [14] <https://askaway.org/staff/faq#Staffing>
- [15] <https://askaway.org/staff/listservs>
- [16] <https://askaway.org/staff/swamped>