

# Meebo Staff Instruction

(created by Andrea Clarkson and einetwork staff)

## Sign on Information

Meebo id: cataloghelp

Password: [deleted for presentation purposes]

Note:

- Other libraries in the consortium may use this account in the future.
- No personal IM account was added to Meebo account.
- If you want to change or forget your password, please see the instruction at [http://wiki.meebo.com/doku.php?id=accounts\\_passwords](http://wiki.meebo.com/doku.php?id=accounts_passwords)

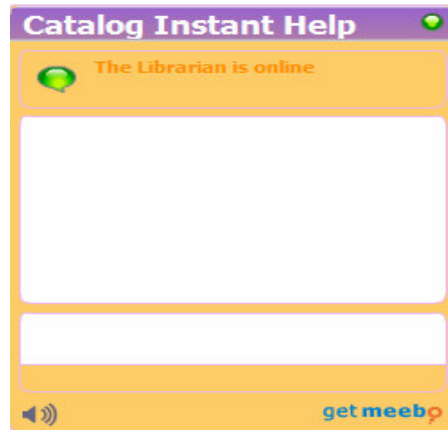
## Meebo Account Page

- After logging into Meebo, you will see your Meebo page and your status on the buddy list panel on the right will show "I am available."
- You can choose to close all Meebo function windows that are not related to catalog instant help, such as Meebo rooms, sponsor themes, Account status area, etc.
- For the sample sign-on page, please see Meebo page at [http://wiki.meebo.com/doku.php?id=usage:getting\\_started#managing\\_buddies](http://wiki.meebo.com/doku.php?id=usage:getting_started#managing_buddies)

## Preference and Meebo me widget

- "Preferences" and "Meebo me widgets" on the Meebo page are the two most important places that you can customize your Meebo chatting experience, such as setting up sound when you send/receive an IM or changing the size or color scheme of Meebo widget windows on our Web OPAC pages.
- There is only one "Meebo Me" widget created. This widget is put on the OPAC main page, all of the Search pages, Help, and Search tips. Please DO NOT edit this widget by yourself at any time, because it will affect the appearance of Meebo windows on our

Web OPAC pages. If you have any suggestions or comments, please contact eiNetwork. The current widget implemented in our Web OPAC pages looks like

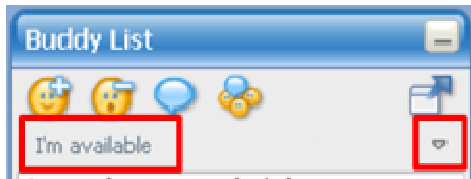


### How to set Away messages

On the Buddy List panel, you can set Away Messages. A list of predefined status messages are available, but you can also create your own custom list of messages. The following is the instruction from Meebo help website. It is also available at [http://wiki.meebo.com/doku.php?id=usage:getting\\_started#managing\\_buddies](http://wiki.meebo.com/doku.php?id=usage:getting_started#managing_buddies)

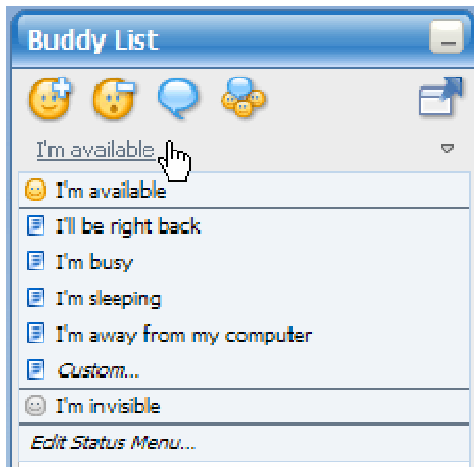
To change your status message:

1. Click on the current status message or status message drop-down arrow



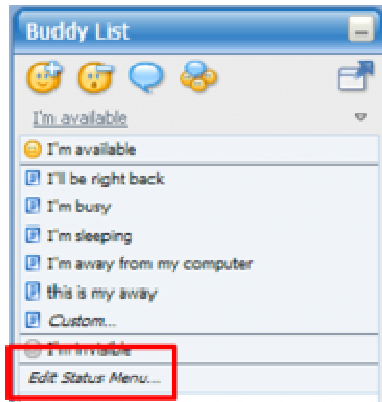
2. Choose the status message you wish to display  
If you want to create your own message, select **Custom...** and enter your message in the

text box.

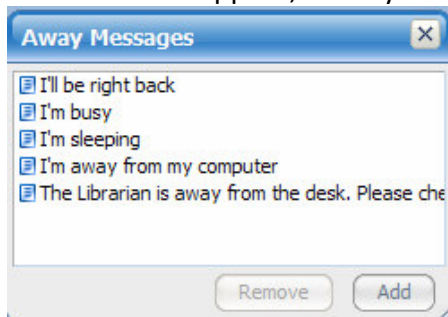


### To create your own list of away messages:

1. Click on the current status message to display the status message list
2. Choose **Edit Status Menu...** from the list



3. **Away Messages** menu window will appear, click on **Add**  
A text box will appear, enter your custom message and hit Enter



Your custom message will appear as one of the predefined selections the next time you click on the status message. As you can see, the last message "The Librarian is away from the desk..." is

added specifically for our catalog instant help. You can use this message or customize the message by your own.

**NOTE:** There is currently not a way to set a status message that doesn't show you as 'away' to your buddies. If you select any of the pre-defined messages, or create your own, they still show you as being 'away'.

## When you chat with library patrons

It is possible that multiple chatting windows will pop up and you will need to work with multiple patrons at the same time.

After you finish chatting with each patron (usually Meebo will notify you that "Catalog User has left your page."), please copy and paste the whole chat history with him/her to a word or excel file for your record. Number and date each recorded transaction. For example:

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May 12<sup>th</sup>, 2008

Patron 1 from xxxx library

[16:15] Catalog User: hi, I have a question.

[16:16] cataloghelp: what question you want to ask?

[16:16] Catalog User: Where can I find some music DVDs in the library?

[16:19] Meebo Message: Catalog User has left your page  
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Note: If a patron leaves the current page on which they are chatting, their session will end. They will need to start a new chat. If possible, try to keep the transactions together when copying/pasting them.

Note: Meebo does provide the function of saving chat logs. The instruction is available at [http://wiki.meebo.com/doku.php?id=im\\_chat:advanced\\_features#chat\\_logs](http://wiki.meebo.com/doku.php?id=im_chat:advanced_features#chat_logs)

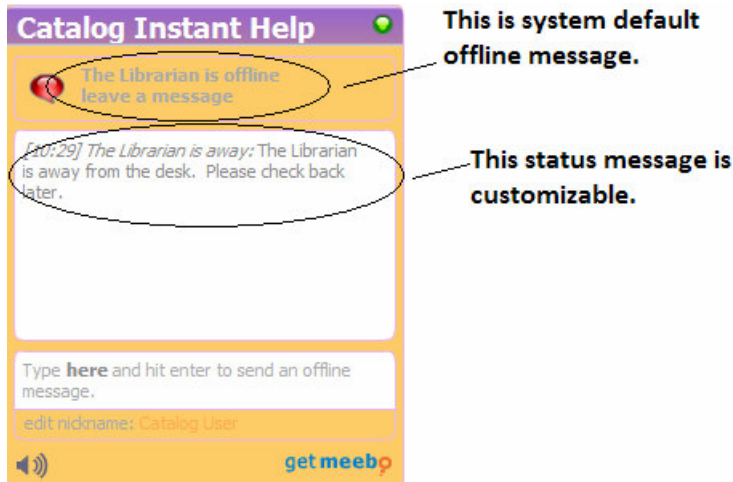
However, this will not work for an anonymous account such as this, because this saved logs can only be viewed from the buddy. The buddy list is not applied to our Meebo account.

## When you sign off

There are different ways to sign off the Meebo account:

- You can close your Meebo account by turning off your browser window or your computer. If you did not change the status before you close the browser or turn off the computer, the current Meebo status message will be on the Web OPAC windows for a few minutes until Meebo refreshes itself, checks the current status, and changes the status to offline.

- You can also close your Meebo account by clicking the sign-off button on the bottom of the buddy list panel. As soon as you click this button. The status message on our Web OPAC will show “The Librarian is offline. Please leave a message.”



Please note: the offline message cannot be customized. When you sign on the Meebo account, any patron messages left on the Meebo windows on our Web OPAC will go to the Meebo account and you can view and reply to them although most likely the patron will not be there.

Therefore, we suggest that any library staff who participates in this project should sign onto the Meebo account everyday when they start to work and remain online. During hours when they cannot chat with patrons they should set an away message (rather than offline) there, such as “The Librarian is currently away. Please leave your name and email address. We will get back to you as soon as we can.” You can then reply to the patron via email if necessary.

## Privacy

- To ensure patron privacy library staff should discourage patrons from providing their personal information such as name and library card number.
- In the event that they provide this and leave it on the screen, it is advisable that the library staff press <enter> a few times so that this information is no longer visible on the screen.

