

# Accessing the Knowledge Base

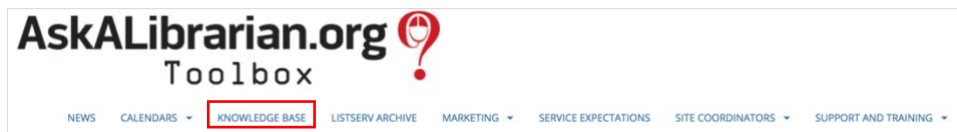
Use the Knowledge Base while staffing the collaborative desks for quick access to information about libraries across the state of Florida participating in Ask a Librarian.

There are 3 ways to access the Knowledge Base (KB).

1. Log in to your LibApps Account and use the link from the dashboard (tblc.libapps.com)
2. Bookmark the toolbox site and navigate to the KB (toolbox.askalibrarian.org)

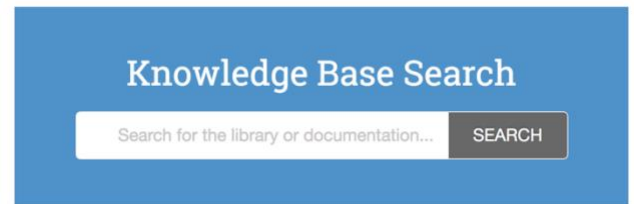


3. Bookmark the KB page on the toolbox site (toolbox.askalibrarian.org/knowledge-base)



**The shared password to reach any content on the toolbox site is "toolbox"**

- Once you're on the main KB search page, type a library name or scroll through the alphabetical list:
  - Click on the name of the library or documentation you wish to view.
  - Scroll through the standardized categories for the desired information in the entry.



*Feel free to send the links or accompanying information to the patron asking questions as needed. Any changes can be submitted to the AAL Help Desk.*

While providing dummy log-ins are strongly suggested, not every library is able to provide that information. Never send out dummy log-in information to patrons – these are for library staff use only.

