

Who is helping me monitor this chat desk?

This is one of the most common questions we're asked: "Am I alone on here?"

Launch the chat dashboard

From the "Internal Chats" section, select the Members button next to the department in question.

From the bottom of the displayed list to the top:

1. At the bottom, the Red "Offline..." section indicates all accounts in Ask a Librarian with access to the selected desk who are currently offline.

2. In the middle, the Green "Currently Online for Internal Chat" section indicates all accounts in Ask a Librarian with access to the selected desk who are online monitoring other departments, but NOT the selected one.

3. At the top, the Green "Members Monitoring Public Chats" section indicates all Ask a Librarian accounts currently online and currently monitoring the select department.

