

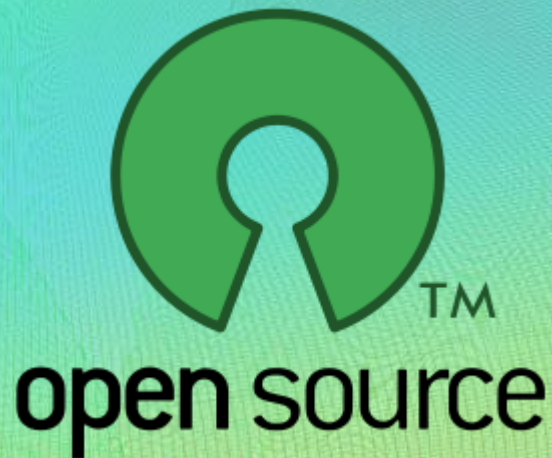
Open Source Software For Reference Services

Free Tools for Libraries

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Open Source?

- software whose source code is available for modification or enhancement by anyone
- Free redistribution



Advantages

- Price - No yearly license fees
- Tends to be more flexible, have more functions – needs of users in mind
- Not chained to a single software provider or long-term software support contracts / maintenance



Disadvantages

- Most open source software runs only on open source operating systems (e.g., Linux)
- Lack of formal support and training
- Generally not easy to use
- Needs specialized staff, hardware



DLSU's Reference Platform/Suite

- Springshare

- LibAnswers



- LibGuides



- LibCal



springshare

LibAnswers – Online Reference Platform

- Email, Chat, SMS & Twitter Channels
- Create unlimited FAQs
- Searchable Public Knowledge Base
- Full Reference Statistics
- Embed chat anywhere



LibGuides – Web Publishing Platform

- Create subject, course, or topic Guides
- Use LibGuides as your library website
- For curation and knowledge-sharing




LibCal – Calendaring Solution

- Manage Calendar & Event Registrations
- Create an Online Room Booking System
- Display Library & Departmental Hours
- Manage Consultation Appointments



Free Reference Platform Alternatives

Software	Description
<u>The Reference Portal</u> 	<ul style="list-style-type: none">• Intranet dashboard that is designed to consolidate web resources, services, and assessment tools for reference librarians• Requires a PHP-enabled server• <u>Demo site</u>

The Reference Portal

Reference Portal

[Instant Messaging](#)[Reference Wiki](#)[Desk Schedule](#)[Calendar](#)[Admin](#)[Delicious](#)

Stats

Questions[Log a Question](#)[View Questions](#)

Workshops[Log a Workshop](#)[View Workshops](#)

Instruction[Log a Session](#)[View Sessions](#)

Administrative Information

Emergencies	Policies	Responsibilities	Meebo Responses
Earthquake Fire Power Outage Civil Disturbance Medical Emergency Bomb Threat Hazardous Materials	Noise Food & Drink Computer Usage Lost & Found	Job Outlines Collection Development Database Liaisons	Inappropriate Msgs Common Questions Conclusions

Emergency Procedures

Basic Protocols

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation

The Reference Portal

Library Reference Questions

[Reference Question Archive](#)

Date	Librarian	Source	Question Type	
8/6/13 @ 4:33 am	Fatty	Email	Directional	Is there a book c
8/6/13 @ 4:33 am	Fatty	Email	Directional	Is there a book c
8/6/13 @ 4:33 am	Fatty	Email	Directional	Is there a book c
2/1/13 @ 1:47 pm	Rawlins	Desk	Long Ref	How did Hitler co
11/15/12 @ 9:03 am	Homme	Desk	Short Ref	Assignment relat
12/13/11 @ 4:43 pm	Junior Mervin	Desk	Short Ref	What are the cu
12/13/11 @ 4:41 pm	smith	Phone	Directional	Jimbo shmo
11/6/11 @ 6:26 pm	ffj	Phone	Directional	ffj
10/25/11 @ 1:02 am	tess	Phone	Long Ref	fg
3/1/11 @ 10:47 am	librarian	Desk	Short Ref	Do I herp or derp?
10/17/10 @ 3:09 pm	librarian	Desk	Directional	test
9/29/10 @ 11:07 pm	ll	Phone	Long Ref	lkzclkc

University Library Reference P...

skmatic.com/projects/portal/form.php

Question Asked?

Source:

☐ Desk ☐ Phone ☐ Email ☐ IM

Type of Question:

☐ Long Reference
☐ Directional
☐ Short Reference

Librarian's Last Name

ADP x

Other Free Reference Platform Alternatives

- Use a Content Management System like...
 - Drupal
 - Requirements for latest version: Apache, Nginx, or Microsoft IIS as webserver, MySQL 5.0.15+, PostgreSQL 8.3+ or SQLite 3.3.7+ for database, and PHP v.5.3+
 - You can add modules to increase functionality of your reference platform (e.g., embed [live chat](#))

Zopim Live Chat

Posted by [nicholas.alipaz](#) on June 9, 2010 at 1:28am

Description

This module adds the necessary script to the footer of ones site for prompting users to chat via [Zopim Live Chat](#).

What is Zopim Live Chat?

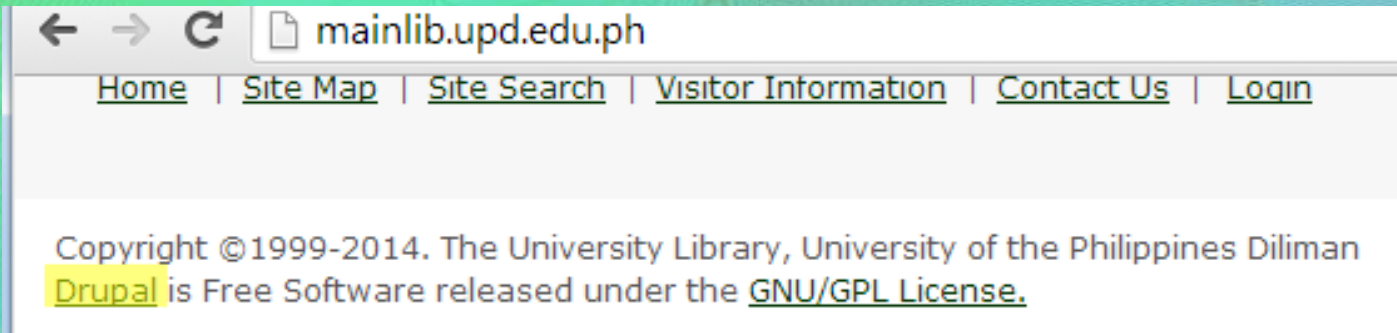
Zopim increases engagement between you and your visitors, by allowing them to chat with you! Great for improving interaction with your users and increasing the time they spend on your site.



Other Free Reference Platform Alternatives


– Drupal (ctd.)

- Sample Websites: [UP Diliman Main Library](#) & [Answerland](#) (Oregon's statewide virtual reference service)
- Lots of [resources for libraries!](#)



– Other CMS like WordPress, Joomla, etc.

Free Chat Application Alternatives

Software	Description
<p><u>Mibew</u></p>  Mibew Messenger	<ul style="list-style-type: none">• open-source real-time live support application• Requires Apache web server 1.3.34 or above, PHP v.4.4+ & MySQL v.5+• Unlimited operators, chats, and users• Canned messages• <u>Demo site</u>

Mibew screencaps



List of visitors waiting

You are Admini

This page displays a list of visitors who are waiting.
To answer the visitor click their name in the list.

Name	Actions	Visitor's address	State	Operator	Total time	Waiting time	Misc
Guest -148.204.114.60		148.204.114.60	In chat	Administrator	08:20	-	Chrome 34.0.1847.131

Visitors on site

The table below represents a list of visitors
To invite the visitor to chat click on his/her

Name	Actions	Visitor's address	Misc
<u>Guest</u>		<u>162.202.17.64</u>	Firefox 30.0

Set status as "Away"

Up to date

Administrator

Click to chat with the visitor

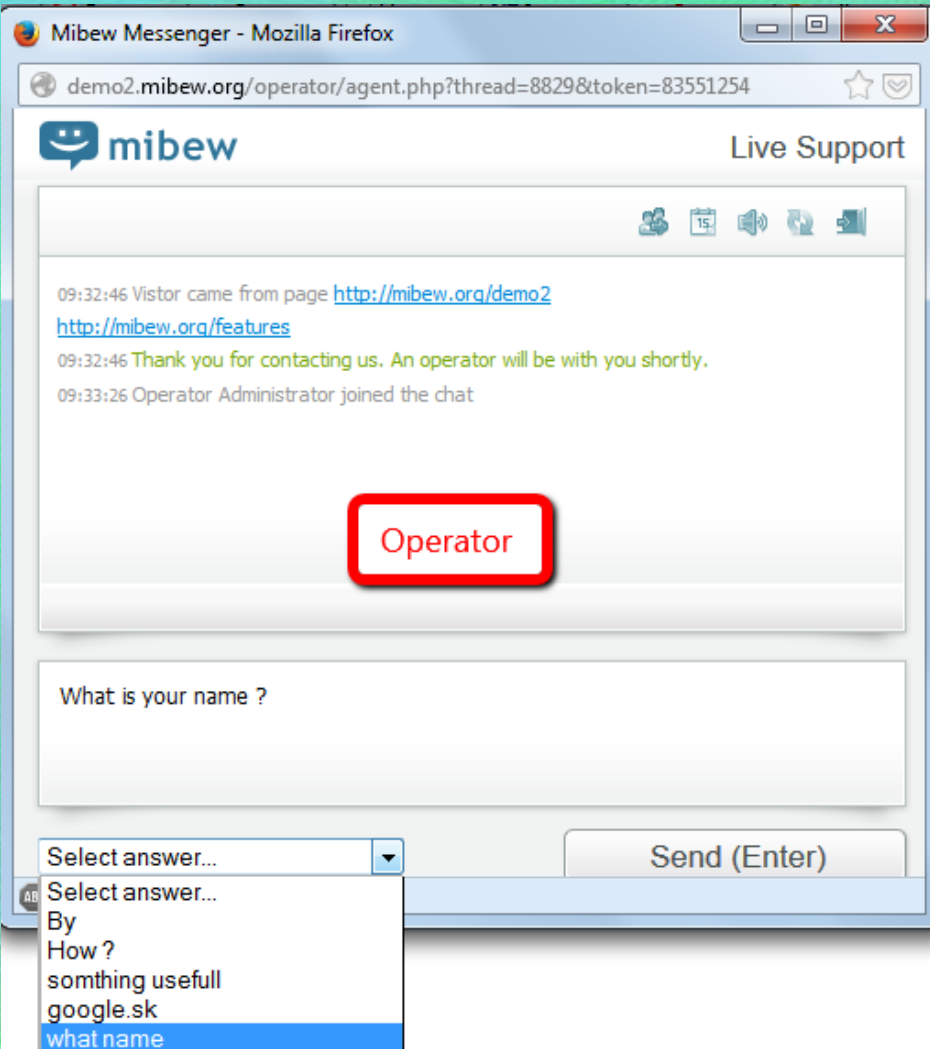
inger - Mozilla Firefox

demo2.mibew.org/operator/agent.php?thread=8828&token=18611075

Live Support

09:13:15 Operator Administrator invites visitor at <http://mibew.org/demo2> page
09:13:15 **Administrator:** Hello, how can I help you?
09:13:54 Visitor accepted invitation from operator Administrator
09:14:28 Operator Administrator joined the chat
09:14:31 Visitor closed chat window

Mibew screencaps



Mibew screencaps



Statistics

You are Admini

From this page you can generate a variety of usage reports. Last time statistics was calculated Never. You can calculate it [manually](#).

Usage statistics for each date

[Threads by operator](#)

[Chat threads by page](#)

Select dates

From: 1 May, 2014

Till: 8 May, 2014



Search

Usage statistics for each date

Date	Chat threads	Missed threads	Messages from operators	Messages from visitors	Average waiting time (in seconds)	Average chat time (in seconds)	Invitations sent	Invitations accepted	Invitations rejected	Invitations ignored
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Not enough data

main

[Home](#)

[Visitors](#) (without menu)

[Chat history](#)

→ [Statistics](#)

administration

[Canned Messages](#)

[Button code](#)

[Operators](#)

[Groups](#)


[Settings](#)

[Localize](#)


[Updates](#)

[Profile](#)

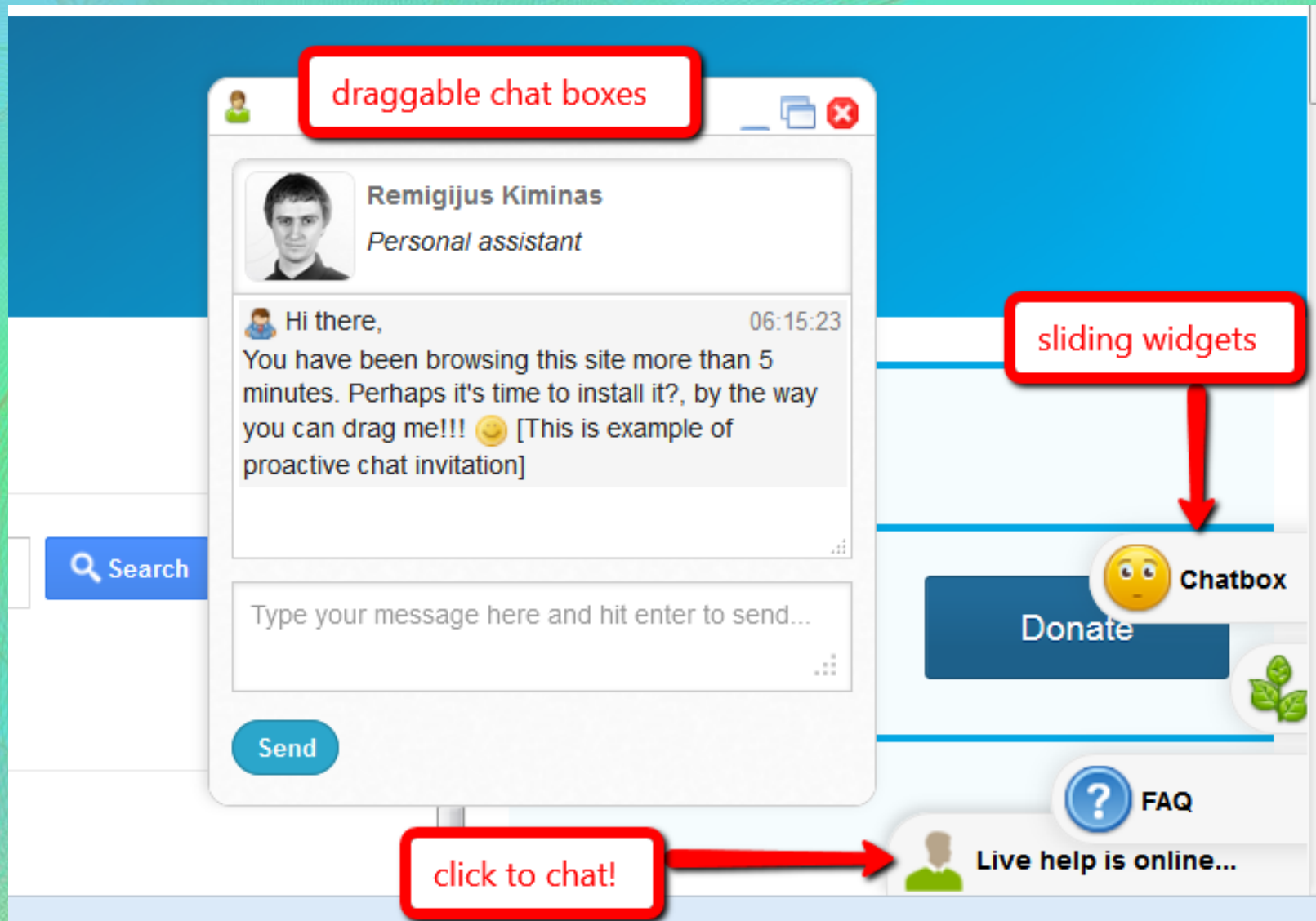
Free Chat Application Alternatives

Software	Description
Live Helper Chat  live helper chat	<ul style="list-style-type: none">• open-source real-time live support system• Requires Apache web server 1.3.34 or above, PHP v.5.3+ & MySQL v.5+• Unlimited operators, chats, and users• Canned messages

Free Chat Application Alternatives

Software	Description
Live Helper Chat  live helper chat	<ul style="list-style-type: none">• See what users are typing before they send a message• Chats statistic generation, top chats• FAQ, Polling modules• Print, email transcripts• Can take screenshots from users• Demo admin, Demo client side

Live Helper Chat screencaps



Live Helper Chat screencaps

The screenshot shows a Firefox browser window with the address bar displaying `demo.livehelperchat.com/site_admin/chat/chattabs/#/panel1`. The chat interface includes a header with a status bar showing '(1)' and a user icon for 'iram'. The main chat area contains a message history with the following entries:

- Live Support:** One moment please... [This is example of auto responder] 07:01:27
- User has joined the chat!**
- iram:** u there 07:02:31
- Remigijus Kiminas:** yes, I'm using demo. 07:02:44
- iram:** i am reseller of arvixe 07:03:06
- iram:** need to add live chat in my website 07:03:17
- iram:** how many member i can add by using ur software 07:03:33
- Remigijus Kiminas:** I think you have to ask the official live chat. this is not the official live chat. It is for testing purposes only. And I am a tester with no connections to the developer of this fine chat software. 07:05:08

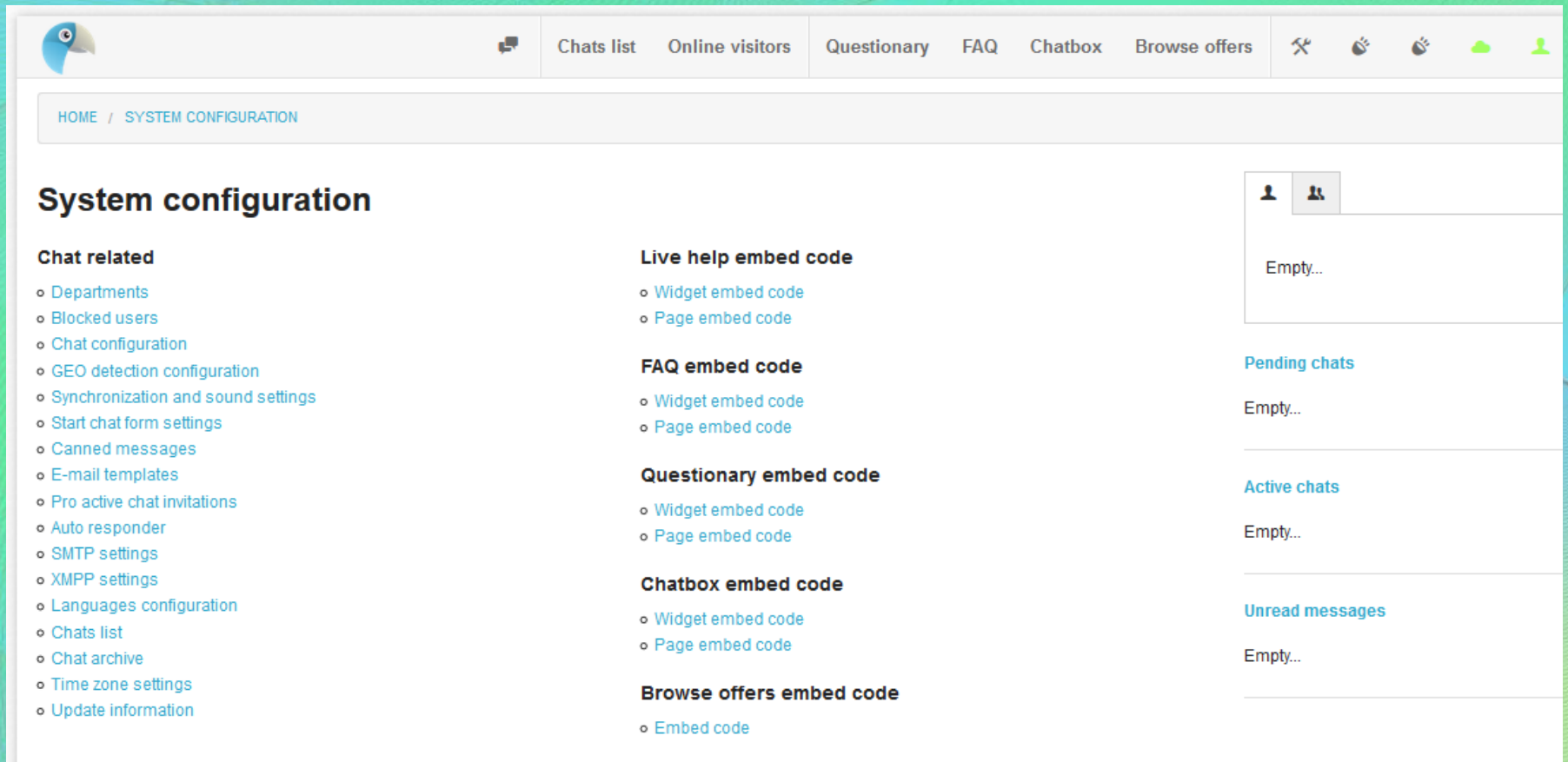
Below the message history is a text input field and a 'Send' button. To the right of the input field is a dropdown menu labeled 'Select a canned message' and a 'Send' button.

The right-hand panel displays visitor information and actions. It includes tabs for 'Visitor', 'Footprint', 'Map', 'Browsing information', and 'Chats'. The 'General information' tab is active, showing the following details:

Information	
Department	Default
Country	
City	Islamabad
IP	39.47.215.10
Page	http://livehelperchat.com
Came from	http://light.mysitehosted.com
ID	2
E-mail	iram@gsrmanagement.net
Created	2014-05-08 07:01:22
Waited	19 s.

Below the information table, there are two sections: 'Actions' and 'Chat owner'. The 'Actions' section contains icons for various actions like close, maximize, and print. The 'Chat owner' section shows the name 'Remigijus Kiminas'.

Live Helper Chat screencaps



The screenshot displays the 'System configuration' page of the Live Helper Chat application. The interface features a top navigation bar with a logo and several menu items: Chats list, Online visitors, Questionary, FAQ, Chatbox, and Browse offers. Below this is a breadcrumb trail showing 'HOME / SYSTEM CONFIGURATION'. The main content area is titled 'System configuration' and is organized into several sections. On the left, a 'Chat related' section lists various configuration options. The central area contains five sections for embedding code: Live help embed code, FAQ embed code, Questionary embed code, Chatbox embed code, and Browse offers embed code. Each of these sections has two links: 'Widget embed code' and 'Page embed code'. On the right side, there are three sections for chat management: 'Pending chats', 'Active chats', and 'Unread messages', each with an 'Empty...' status indicator. The interface is clean and modern, with a light blue and white color scheme.

System configuration

Chat related

- Departments
- Blocked users
- Chat configuration
- GEO detection configuration
- Synchronization and sound settings
- Start chat form settings
- Canned messages
- E-mail templates
- Pro active chat invitations
- Auto responder
- SMTP settings
- XMPP settings
- Languages configuration
- Chats list
- Chat archive
- Time zone settings
- Update information

Live help embed code

- [Widget embed code](#)
- [Page embed code](#)

FAQ embed code

- [Widget embed code](#)
- [Page embed code](#)

Questionary embed code

- [Widget embed code](#)
- [Page embed code](#)

Chatbox embed code

- [Widget embed code](#)
- [Page embed code](#)

Browse offers embed code

- [Embed code](#)

Pending chats

Empty...



Active chats

Empty...

Unread messages

Empty...

Free Calendaring Solution Alternatives

Software	Description
<p data-bbox="146 686 618 1043"><u>Booked</u> <u>(formerly</u> <u>phpSchedule</u> <u>It)</u></p> <div data-bbox="119 1100 645 1253"></div>	<ul style="list-style-type: none"><li data-bbox="668 529 1624 672">• powerful reserve-anything scheduler<li data-bbox="668 829 1721 893">• flexible layouts, custom rules<li data-bbox="668 936 1750 1093">• Integration with Outlook® and Google® Calendar<li data-bbox="668 1136 958 1200">• <u>Demo</u>

Booked screencaps



Signed in as Admin
[Sign Out](#)

[Dashboard](#) [My Account](#) [Schedule](#) [Application Management](#) [Reports](#)

[Help](#)

Default

◀ 05/04/2014 - 05/10/2014 ▶

[Reservable](#) [Unreservable](#) [Reserved](#) [My Reservation](#) [Participant](#) [Pending](#) [Past](#) [Restricted](#)

Resource Filter

[Clear Filter](#)

Advanced Filter

Minimum Capacity:

Resource Type:

Test Number:

Test String:

[Filter](#)

Sunday, 05/04/2014	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM
Conference Room 1	Admin Admin									
Conference Room 2										
Monday, 05/05/2014	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM
Conference Room 1										
Conference Room 2										
Tuesday, 05/06/2014	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM
Conference Room 1										
Conference Room 2										
Wednesday, 05/07/2014	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM
Conference Room 1										
Conference Room 2										
Thursday, 05/08/2014	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM
Conference Room 1										
Conference Room 2										
Friday, 05/09/2014	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM
Conference Room 1										
Conference Room 2										
Saturday, 05/10/2014	8:00 AM	9:00 AM	10:00 AM	11:00 AM	12:00 PM	1:00 PM	2:00 PM	3:00 PM	4:00 PM	5:00 PM
Conference Room 1										
Conference Room 2										

◀ 05/04/2014 - 05/10/2014 ▶

Booked screencaps



Signed in as Admin
[Sign Out](#)

Dashboard My Account Schedule Application Management Reports Help

Create a new reservation

Admin Admin (admin@example.com) [Change](#)

Resources to be reserved

[Conference Room 2](#) [More Resources](#)

Begin 05/06/2014 8:30 AM ▼

End 05/06/2014 10:30 AM ▼

Reservation Length 0 days, 2 hours

Repeat Does Not Repeat ▼

Title of reservation

Description of reservation

Accessories [Add](#)

Participant List

Add or [Select User](#) [Groups](#)

Invitees

Add or [Select User](#) [Groups](#)

Additional Attributes

Test Number: Test String:

Open Source + Libraries?

- Will it be worth it?
- Success -> invest in people (extra manpower, skills) and hardware



Thank you for listening!

Shameless plugging:

Want to be in a self-paced, self-exploratory online course that brings together media-savvy professionals to share about different mobile tools and applications?

Do check out 23 Mobile Things : PH & SG:
<http://ntuprojects.com/23mobilethings>

[Where I am a mentor for Thing #15.](#)