Struggling to serve your patrons' needs with limited staff and tight budgets?

Looking for more creative ways to engage your patrons in outstanding conversations?

If you need more "sticky", we can help!

Can you support all of the ways patrons prefer to hold conversations?

- ☐ easily support all patron communication tools (text, social media, phone, email, etc.)?
- ☐ see all communication related to a request (requestor and internal) in one place?
- ☐ use email to communicate without email thread chaos?

Do you wish you had a clearer picture of what's happening?

- ☐ see all requests (in-person, phone, email, web form, chat follow-up, phone, etc.) in one place?
- ☐ see who is working on each request, and its current status?
- ☐ know that all of your librarians are seeing everything, too?

Do you wish you were more visible to all of your patrons?

- ☐ provide targeted outreach services in a more manageable way?
- ☐ make it easier for patrons to reach you whenever/wherever they get stuck?
- ☐ offer the new reference services you've been thinking about?
- ☐ do this without killing your staff with the increased work?

You may have lots of statistics, but do you wish you could:

- ☐ collect information that really helps with day-to-day planning?
- ☐ collect it with tools your librarians are happy to use?
- ☐ finally satisfy your administration's appetite for hard data?

Do you wish your librarians could/would collaborate more?

- ☐ more easily ask for help when they need it?
- ☐ more easily provide help to each other?
- ☐ more quickly pass on in-process work to be completed by someone else?
- ☐ see a complete history when taking over an in-process request?
- ☐ divide a request into parts, & assign parts out without creating email thread chaos?
- ☐ create a complete history of who did what and when—without lifting a finger?

Do you wish you could provide special services to specific groups?

- ☐ provide custom forms and workflows to help job-seekers?
- ☐ provide middle school students with chat access from their smart phones/tablets?
- ☐ let community and social service groups put reference request links on their websites?

Do you see more repeated work than you'd like?

- ☐ know that a request answered today wasn't already answered last week or last year?
- ☐ easily access a knowledgebase of completed requests to help with new requests?

Did you put a tick in at least a few of these boxes? If so, isn't it worth spending a few minutes to learn how we might help?

We at Altarama have spent nearly 18 years focused on the challenges faced by librarians seeking better ways to engage and converse with their patrons, and we have a proven track record of creating services and products that help turn good ideas into great new services.

Your library is unique, so if you'll help us understand your specific problems and priorities, we can help you create unique solutions.

Let's create more "sticky", shall we?

Our request management solutions suite includes RefTracker, RefChatter, DeskStats and RefStaffing.

For more information or to schedule a demo and trial, contact us today, or visit www.altarama.com