

# Instant Messaging @ Your Library

## Option 2: Silver

**Silver:** Add a chat box widget to your aggregator!

Step 1: Choose the widget software that is best coupled with your aggregator. Some aggregators (like Meebo and Digsby) have their own widgets.

Step 2: Copy and paste the web code of your widget to your library's web page, and voila, instant web-based chat box!

<b>The upside</b>	<b>The downside</b>
<ul style="list-style-type: none"><li>• No extra Instant Messaging software downloads, for you or your patrons</li><li>• Higher visibility</li><li>• No need to juggle between two chat programs</li><li>• Customizable to your web site's needs (Meebo, Digsby, Plugoo)</li><li>• Transcripts are possible (Plugoo)</li></ul>	<ul style="list-style-type: none"><li>• Most widgets require flash software; might not be feasible for rural New Mexico Library users</li><li>• Accessing chat transcripts can be tricky</li><li>• Chat box text is often small and hard to read</li><li>• Embedded widgets make for "wandering patrons"</li><li>• Requires a lot more technical expertise and a basic knowledge of web design and code</li><li>• Resistant to firewalls, sometimes appears "offline" when it isn't (Digsby better than Meebo and Plugoo)</li></ul>

Aggregators:

- **Trillian**-<http://www.ceruleanstudios.com>
- **Pidgin**-<http://www.pidgin.com/im>
- **Meebo**-<http://www.meebo.com>
  - <http://www.meebo.com/support/article/25/>
- **Digsby**-<http://wiki.digsby.com/doku.php?id=gettingstarted>

Widgets:

- MeeboMe- <http://www.meebo.com/meebome/>
- Plugoo-<http://www.plugoo.com>
- Digsby-<http://widget.digsby.com/>

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