

# Instant Messaging @ Your Library

## Option 3: Gold

**Gold:** A useful aggregator/widget alternative that fits library needs!

Step 1: Register an account at <https://libraryh3lp.com/admin/>

Step 2: Add a queue for your widget and gateways to your accounts with AIM, Yahoo, MSN, GTalk, etc. If monitoring IM from more than one desk, add another user.

Step 3: Add an XMPP “jabber” gateway through Pidgin to enable your web-based widget using the same username and password as your Libraryh3lp account. Or, you can opt for the webchat widget.

<b>The upside</b>	<b>The downside</b>
<ul style="list-style-type: none"><li>• Designed by a librarian</li><li>• Can monitor IM from two computers at once!</li><li>• Excellent tech support</li><li>• Greatly reduced widget issues</li><li>• New SMS gateway</li><li>• No need to juggle between two chat programs</li><li>• Does statistics, charts and easily accessible transcripts for you</li></ul>	<ul style="list-style-type: none"><li>• Costs (a nominal) fee</li><li>• Works better in Mozilla Firefox than Internet Explorer</li><li>• Requires you to type http:// to enable internet hyperlinks</li><li>• Relatively new service, still working on the kinks</li><li>• Requires a significant knowledge of Web 2.0 technology and web design</li></ul>

To help you get started with Libraryh3lp:

- <http://libraryh3lp.com/admin>
- <http://libraryh3lp.com/docs/h3lp>
- <http://groups.google.com/group/libraryh3lp>
- <http://code.google.com/p/libraryh3lp/wiki/ScreenCasts>

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