VR Software Product

	RefChatter by Altarama	LibraryH3lp	LibChat
Cost	$4,500 Start Up Bundle, incl. 4 hrs remote training, plus technical setup support for 3 concurrent users. $4,000 future annual renewal. Add TXT module starting at $1,500.	$5,300 with one invoice. $6,300 if billed separately by institution. Individual institutions can add texting, starting at $50 and adding more if you get a lot of text questions.	Cost information pending 4/12/16. RHN would purchase a LibAnswers system and set up each institution as a Group. Each Group would have its own LibChat widget.
Larger Product	Stand alone, but can be part of Altrama's RefTracker Express or RefTracker. RefTracker offers robust question management.	No	LibAnswers (Springshare)
24/7 (After Hours)	$19,200 Altarama provides 365-day After Hours staffing and daytime backup by professional reference librarians.	$22,000 to cover when RHN librarians are not staffing. $8,000 for backup coverage when RHN librarians are staffing (will answer up to 25% of questions). $1,200 to cover federal holidays.	After Hours/24-7 staffing is not provided at this time, but Springshare is actively pursuing this option.
Software Options	Chat, SMS, IM, Email	Chat, SMS, IM, Email	Chat, Email, SMS
Integration into Other Systems	Customizable Widgets for many uses	Customizable widgets can be embedded in LibGuides, webpages, Facebook, EBSCO, Summon, mobile apps (Boopsie), API for custom integrations	LibChat widgets can be embedded in LibGuides; LibAnswers API's available for more extensive integrations in external websites.
Software Updates	Developers cautiously release version updates after a long testing cycle.	Updates based on user feedback and announced on blog in advance. Updates are released first for LibraryH3lp and later for RefChatter.	Updates based on user feedback and announced on Springshare blog in advance.
Policy Page	Has "Profile Pages" for staff members. This information can include library policies, bookmarks, database logins, etc. Seems less robust than QP	When a chat comes in from another library, a link to the Library's profile page is included with the chat. Each Library has a profile page.	No. See Knowledgebase.
Knowledgebase	Contains a searchable knowledge base to assist librarians in answering reference questions; Can be made available to patrons.	Each library can set up a searchable knowledge base accessible to assist librarians in answering reference questions; Can be made available to patrons.	LibAnswers is a knowledgebase. If an answer isn't found, can submit the question to get an answer emailed to you.
Transcripts	Yes	Can turn transcript storage on or off, as well as anonymize chats. Can download multiple transcripts in a zip file.	Can browse, filter, search transcripts from past 12 months; Robust filtering; Can edit and anonymize transcripts
Shared Followup	Yes, can tag chat as needing follow up.	Yes, can tag chat as needing follow up.	Can answer missed chats by email; Or, convert transcripts into tickets for follow up by another librarian/library in the consortium.
Reports/Analytics	Provides stats such as: sessions requested, sessons accepted, duration of sessions, questions by hour, Statistics can be downloaded into Excel.	Provides stats such as: sessions requested, sessons accepted, duration of sessions, questions by hour, Statistics can be downloaded into Excel. Additional reports available upon request.	Built-in reports; Export .csv or charts; Add transcripts to RefAnalytics; Use QuerySpy in LibAnswers to see FAQ search queries
Accessibility	Accessible via assistive technolog	Accessible via assistive technology	Responsive; Accessible via assistive technology
Other Collaborative	AskAcademic service in Colorado	NC Knows, Association of Jesuit College & Universities (includes Detroit-Mercy), AskRI, AskOntario, Novanet	Tampa Bay Library Consortium (https://info.askalibrarian.org/)
Product Demos & Documentation	Google: RefChatter www.screencast.com/t/bWnoKcFy	Google: Libraryh3lp FAQ	Google: LibAnswers