What is Library Assist?

Library Assist is a marketing and communication module for libraries. It makes it possible for libraries to be visible, instruct, and engage users when they are looking for academic e-resources.

When the end-user accesses a URL for which an assist message has been set up, the user will see a pop up in the top right corner containing that message.

For example:

Where do I configure Library Assist?

To configure Library Assist you will have to log into your Lean Library dashboard. After logging in, you can go to the Library Assist module by pressing the “To Assist” button on the front page, or by accessing the Assist link at the top of the page, as shown here:
Setting up the Assist message

The Library Assist module looks like this:

```
LEAN Library
CONNECTING CONTENT
```

Custom Messages

<table>
<thead>
<tr>
<th>TITLE</th>
<th>URL (FOR EXAMPLE: <a href="http://WWW.JSTOR.ORG">WWW.JSTOR.ORG</a>)</th>
<th>SHOW MESSAGE ON ALL SUB-PAGES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filter Title...</td>
<td>Filter URL...</td>
<td>Filter show message</td>
</tr>
<tr>
<td>Global Retail News Message</td>
<td><a href="http://www.globalretailnews.com/">http://www.globalretailnews.com/</a></td>
<td>No</td>
</tr>
<tr>
<td>Did you know...</td>
<td><a href="https://www.bloomberg.com/europe">https://www.bloomberg.com/europe</a></td>
<td>No</td>
</tr>
</tbody>
</table>

Adding an assist message:

To add an assist message, you can click the + ADD button which can be located in the top right corner.

This will open a modal window, where you can create your assist message. Please see the next page for a screenshot.
Add or edit a custom message

Fill in the URL where you want the custom message to show

Where do you want to show the message?
On Campus only

Title of Assist message

Type your message here...

To avoid (too) long popups, the maximum is 350 characters

- Show this message on all sub-pages
- Force closure of the Assist message
- High priority message (overrides all other messages on this URL)

CANCEL  SAVE
Here is an example of one of the ways to fill in this form:

![Add or edit a custom message](image)

**Setting up the assist message:**

Following are the steps which are necessary for the assist message set up:

1. **Fill in the URL where you want your message to show**

   Fill in the URL where you want the custom message to show

   ![http://www.lexisnexis.com](image)

2. **Decide on whether to show different messages OFF and ON campus**

   Decide whether you want to have the same message appear when the user is both on and off campus. If that is not the case, you can customize the assist message to appear differently, depending on the location of the user.
To do that, you will have to select one of the four options from the “Where do you want to show the message” drop-down. Available options are **On Campus Only, Off Campus Only, On and Off Campus & Show a different message On and Off Campus**.

For this example, we will select to show a different message On and Off Campus.

**Where do you want to show the message?**

Show a different message On and Off Campus

Now you have an option to fill in different message to be shown to the user depending on their location. Below you can see the example on how the OFF and ON customization will be presented.

Please remember that if you chose to differentiate between on and off campus, you will need to fill in the content for 2 messages.

Please ensure to also update your IP Addresses within the Proxy Settings, so that your users can be correctly identified as being On or Off Campus.
Adding a link:

While you are writing the text of your assist message, you may want to include, or later on, edit a link. To do that, you will have to press the highlighted button.

The following pop up will be presented:
These are examples of a filled Insert link pop up:

<table>
<thead>
<tr>
<th>Insert link</th>
<th>Insert link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Url</td>
<td>academic.lexisnexis.com</td>
</tr>
<tr>
<td>Text to display</td>
<td>academic..lexisnexis.com</td>
</tr>
<tr>
<td>Title</td>
<td>link to academic.lexisnexis.com</td>
</tr>
<tr>
<td>Target</td>
<td>New window</td>
</tr>
<tr>
<td>Class</td>
<td>Button</td>
</tr>
</tbody>
</table>

Please notice that for the second link, we’ve selected the Class “Button” and while the difference isn’t noticeable within the dashboard, it is very noticeable in the pop up.

The following has no class for the first link and the button class on the second link

Type your message here...

You are accessing lexisnexis.com
The article you are looking for is probably at academic.lexisnexis.com

TO AVOID (TOO) LONG POPUPS, THE MAXIMUM IS 350 CHARACTERS

The resulting pop-up will look as follows:
3. Choosing where your message will appear

Choosing where and how you want your assist message to appear requires making a decision whether you want to showcase it only on the exact URL you have chosen, or if you want your message to appear on all sub-pages.

You can choose to have your massage appear only on the main domain or on all subpages by ticking the box.

☐ Show this message on all sub-pages

For example, if show this message on all sub-pages is ticked, the assist message will appear on the designated URL:

![Example display](image1.png)

and will also appear on all the sub-pages of the designated URL:

![Example display](image2.png)
5. **Force closure of the assist message**

If you want to force the closure of the assist message, you can do so by ticking the box and selecting the number of seconds before the pop-up closes automatically.

- **Force closure of the Assist message**

The Assist message should disappear after: (in seconds)

10

6. **High priority message**

You can select if you want the message to override all other pop-ups on this URL by ticking the following box.

- **High priority message (overrides all other messages on this URL)**

If you choose to do this on an URL where the user would normally get an Open Access alternative, the user will not see the Open Access pop up.

An example of a priority message would be:

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7. **Removing an assist message:**

If you wish to remove a message, you can do so by clicking the bin button next to the Edit button.
**Importing and exporting custom messages:**

**Importing:**

If you wish to upload multiple assist messages you can do so by pressing the “Import” button in the top right corner of the Assist page.

You can [download](#) the Excel template and fill it with all the information you think is necessary (URL, title of the assist message, and by selecting all the setting mentioned in this manual).

After you have completed your Assist message Excel sheet, you can save it and upload it.

**Exporting:**

If you wish to export all the messages you can do so by clicking the button “Export”, which will then offer you to download your messages in CSV (Comma Separated) or XLSX (Excel) format. The information will be provided in such a way that you can easily amend the file and re-upload it.

**Please note:** At this time, it is not possible to delete messages through the download & upload process.
Filtering / Searching Assist Messages

Small number of Assist Messages are easily managed by paging through the list, however once you reach a critical mass of messages, it might be easier to search / filter them.

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You are able to filter by clicking in the space between table header and table data, indicated with orange boxes in the below example. Your search terms will be truncated both on the left and right to ensure you’ll find your assist messages easily. The column “Show Messages on all Sub-Pages” can be filtered by selecting from a drop-down.

It is possible to combine filters by using multiple options.