

December 9, 2011

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**Dear Subscriber,**

LibAnswers is a new web-based system for getting help with library research, resources, or services. The Help icon in the left frame of the library's web page leads to another page with popular questions that have already been asked with a link to their answers. There is a prominent window at the top of the screen for inputting new questions which are searched automatically against a knowledge base of previous questions and answers. Results of that search are displayed the same way as they are on the first page. A tag cloud on the right side of the screen also leads to questions already asked and answered. As the knowledge base gets larger, we expect that many users will find the answer they need on this screen. If they don't, a form is available on the right side of the screen that will send the question to a library faculty member for review. Questions can also be texted (516.628.6473) or emailed (libref@hofstra.edu) Any of these channels can be used to get the process started. Why not give us and the new system a try?

Sincerely,

Howard E. Graves, *Senior Assistant Dean*  
Hofstra University Library  
email: Howard.E.Graves@hofstra.edu

Have questions? Need help with your research? The Axinn Library Reference Desk is the place to start. Contact a Reference Librarian at 516.463.5962 or via [email](#).

