How do I display an Ask-A-Librarian link?

You can provide e-mail assistance to your EBSCOhost and EBSCO Discovery Service users right from the interface by enabling the Ask-A-Librarian feature.

This feature is also available on Nursing Reference Center (NRC), Patient Education Reference Center (PERC), and Rehabilitation Reference Center (RRC). The default text to display for link is “Send Feedback.”

To display the Ask-A-Librarian link:


2. Click the Customize Services tab, then choose an EBSCOhost, EDS, NRC, PERC, or RRC profile from the Choose Profile drop-down menu.

3. Click the Branding sub-tab.


5. Type of Ask-A-Librarian link - Select one, Off, Email or URL (Defaults to Off—no link will display.)

6. Contact e-mail address - Enter the default e-mail address to which the patron’s question should be sent. (For example, you could appoint a reference librarian or other information specialist to answer questions.)

7. Library Web Site, Help page (Enter URL) – Enter the URL to the appropriate page on your library’s web site. (The link will open a new window to display the target URL page.)

8. Text to display for link - If you are entering a URL, enter the display text for the link. The default is “Ask-A-Librarian,” but you can customize the text—up to 16 characters, including spaces. (For example, you could enter Answers 24-7.)

9. Message to Users - Enter text to be displayed to user on the Ask-A-Librarian form up to 300 characters.

10. Click Submit. The Ask-A-Librarian feature will now display in the top right-hand corner of the interface main screen.
Displaying Search History from Basic Searches on the Ask-A-Librarian form

Your Search History is displayed in the Ask-A-Librarian form when you have conducted a search from the Advanced Search page. For searches conducted from the Basic Search page to show on the Ask-A-Librarian form, administrators must enable the Search History on Basic Search Screen option in EBSCO admin.

To enable Search History on Basic Search:


2. Click the Customize Services Tab, and then click the Searching sub-tab. (Be sure to have the appropriate profile selected.)

3. In the Basic Search Screen Setting area, click the On button on the Search History on Basic Search Screen option.

Note: For information on how to enable Ask-A-Librarian, click here.