Springshare Products

Springshare is the vendor responsible for a number of widely used online applications like LibAnswers, LibApps, LibAsk, LibCal, LibGuides, and LibInsights.

Write to hl_springsharehelp@harvard.edu for assistance with:

- Requesting an account for a new employee
- Elevating an existing account’s privileges
- Creating a new instance for seat reservation
- Configuring LibGuide groups
- Applying Library branding or customizing look & feel
- Orientation for first-time admins & users
- Learning more about integrating Springshare into your library’s workflows
- Upgrading the Library’s licensing agreement to increase capacity

Self-Service Help

SpringShare provides excellent online help and training videos. Once you have a LibGuides account you can access SpringShare help from within LibGuides or via the SpringShare Help Center.

Support documentation for the Library

- Library Communications: How to add Library events
- Library Communications: Editing hours for libraries