Chat/Instant Messaging
COLUMBIA UNIVERSITY: Reference Services. Ask Us!
http://www.columbia.edu/cu/lweb/services/reference/

Ask Us!
In the library? Ask for help at a service desk!
Options available to members of the Columbia community with a current University Network ID and password:

- **walk-in or telephone** - hours vary by library
- **email** - anytime
- **IM**
  - no instant messaging account required
  - Monday - Friday, 1pm - 4pm (Summer)
- **by appointment**
- **workshops** - sign up for short classes on research tips and useful software

*We welcome questions relating to Columbia’s collections and services from those not currently affiliated with Columbia: email reference@columbia.edu or contact the appropriate library.

Help Yourself

- **subject guides** - tips for finding information by subject
- **library essentials** - tutorials to help you with your research
- **business 24/7 help** - answers to frequently asked business & economics questions
- **using the Libraries FAQ** - answers to frequently asked questions about library services
Chat & Browse

AskRef Live! is a reference service that allows University of Delaware faculty, staff, and students to chat and search web pages with librarians.

The chat service is provided through your web browser and no account or special software is required. Following a session, you will receive a transcript of the online discussion via email.

Email

Please choose one of the following links, based on the content of your question:

- AskRef, get answers to brief, factual questions
- AskCirc, get information on the status of a library account, information on obtaining a library card, or the Library's lost and found
- AskSMDC, get answers to your questions about the Student Multimedia Design Center
- AskSpec, get answers to brief factual questions concerning holdings in the Special Collections Department

Instant Messaging (IM)

University of Delaware faculty, staff, and students can send an instant message and ask a librarian for help with their questions.

Add a Library screen name to your buddy list:

- AIM AskRefIM
- Google AskRefIM@gmail.com (not monitored for email)
- MSN AskRefIM@hotmail.com (not monitored for email)
- Yahoo AskRefIM

In Person

Drop by the Reference Desk for immediate help from a librarian.

Phone

Call the Reference Desk with your research questions:
(302) 831-2965.

Suggest a Purchase

To suggest the purchase of library materials contact a subject librarian.

This page is maintained by Erin Daix, Reference Department.
Questions or comments? Last modified: 05/15/08

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Instant Messaging

IM or Instant Messaging is a means of using either software or a web page to type conversations in real time with another person. To contact the University of Oregon Libraries via instant messaging, send a message from your IM account to one of our screen names. We have screen names on AOL, Yahoo Messenger, and MSN Messenger.

For information and research assistance from the Knight Reference Desk, use the following screen names:
- uoreference (AOL)
- uoreference (Yahoo Messenger)
- uoreference@hotmail.com (MSN Messenger)

For information and research assistance from the Science Library, use the following screen names:
- uosciences (AOL)
- uosciences (Yahoo Messenger)
- uosciences@hotmail.com (MSN Messenger)

For information and research assistance from the Law Library, use the following screen names:
- uolawref (AIM)
- uolawref (Yahoo Messenger)
- uolawref@hotmail.com (MSN Messenger)

For hours of availability, see the Law Library’s Reference page.

The IM service of the UO Libraries is intended primarily for UO students, faculty, and staff. Non-UO patrons are encouraged to use L-net, an online reference service provided by Oregon's libraries.

Hours of service: the IM service is typically offered at the Knight Reference Desk whenever a staff member is present at the desk. During the regular term, those hours are: Monday-Thursday 9 am-midnight; Friday 9am - 7 pm; Saturday 11 am - 7 pm; and Sunday 11 am - midnight. For service outside of these hours, try the L-net virtual reference service.

If you are using a shared computer in a library or lab, or do not wish to download and install Instant Messenger software on your computer, you may use web-based chat services at AIM Express or MSN Web Messenger. These allow you to create a screen name and to chat, without downloading any software.
University of Pittsburgh

ULS Digital Library

Ask-A-Librarian

Send an Instant Message (IM) to the reference librarians. If you need to know how to establish an IM account, click here.

About Ask-a-Librarian via IM

IMaPITTLibrarian is our IM version of Ask-a-Librarian of the reference service offered by the University Library System at the University of Pittsburgh. The service is open to Pitt affiliates and to others with questions regarding services and resources unique to the University of Pittsburgh.

IMaPITTLibrarian

You can send an instant message (IM) to one of our reference librarians by adding one of the IM addresses listed below to your buddy (or friends) list. We are still testing this service and cannot guarantee help at any specific time, but please send a question if you see us online.

Questions are taken on a first-come first-serve basis. If we are not available, try our other Ask-a-Librarian services listed here.

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<tr>
<th>IM Client</th>
<th>IM Address</th>
<th>Web Version</th>
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<tbody>
<tr>
<td>AIM</td>
<td>im.pitt.edu</td>
<td>AIM Express</td>
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<tr>
<td>MSN</td>
<td><a href="mailto:im.pitt.edu@hotmail.com">im.pitt.edu@hotmail.com</a></td>
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<td><a href="mailto:im.pitt.edu@yahoo.com">im.pitt.edu@yahoo.com</a></td>
<td>Yahoo! Web Messenger</td>
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1. Open the AIM icon and click the start button.
2. Enter your AOL screen name and password and click sign on.
3. Use "send an Instant Message" option write "PITT Ask-A-Librarian"

Privacy policy

Use of this service is your agreement to our Privacy Policy Statement. The library respects the privacy of our users. This policy is intended to let users know how information collected by the Ask-a-Librarian service is used. At the completion of an IM all identifying information is saved to a folder on the reference librarian's desktop, but it is removed on a periodic basis. Transcripts, questions, or information gathered during reference sessions, may be used by authorized library staff for training and research purposes. If used for research purposes, all identifying information will be removed.
Now you can send Instant Messages to Peabody Library's librarians and staff!

Look for the Ask George boxes on our Web site pages. If a librarian or staff member is available, the chat window will indicate that she is online. Simply type your question in the "Type here..." section and hit Enter to chat. If the librarian or staff member is not available, you can send an offline message, but messages sent this way are only stored for 12 hours. It would be better to send an e-mail during weekend and evening hours.

Availability

Our staff are generally in their offices between 8:00 am and 5:00 pm Monday through Friday. When they are available between these hours, they will be logged in. Please be aware that if a librarian or staff member is assisting a student in her office, or on the phone, she may not be able to respond to your IM immediately. Feel free to send an e-mail if the person you are trying to reach is offline, or unable to respond immediately.

Where do I find the Ask George boxes? And who can I chat with?

The Ask George boxes are located on Web pages where questions might come up.

Leslie Fouch is available at:

- the Human & Organizational Development resources page
- the Psychology and Human Development resources page

Lee Ann LaBom is available at:

- the Leadership, Policy, & Organizations resources page
- the Special Education resources page
- the Teaching and Learning resources page

Karen Swopes is available from the Room Reservations page.

Stacy Owens is available from the About the Library page.

Joell is available from the Learning Commons page.

More Ask George boxes and staffers will be added in the weeks to come—keep an eye out for George!

If you have questions about Ask George, or about other technical issues such as library computers, printers, or mailboxes, or about software such as Microsoft Office applications or EndNote, Ask Joell!

Joell Smith-Borne
Library Associate, Tech Team Leader
Phone: 2-2519

Ask George FAQ

1. Who can use the Ask George service?

Ask George is intended for Peabody College students, faculty, and staff. Questions from other users will be responded to if resources permit.

2. What type of questions can I submit using Ask George?

IM chat is best for quick reference questions. We will attempt to answer any questions, but some requests might require direct email communication with a librarian or a scheduled research consultation.

3. Will I need to wait to chat with the person I need?

Patrons in the librarians' or staffers' offices have priority over IM patrons. IM patrons are taken on a first-come-first-served basis. Alternatively, you may always send an e-mail or visit the reference desk for assistance.

Think of IMing as similar to phoning—when someone is available, she will respond quickly, but if she is busy or out of the office, you'll need to leave a message, and she will respond as soon as she is available.

4. I'm having trouble getting through!

Here are a few things to try if the chat box doesn't seem to be working for you:

- Disable the chat box by clicking the green button in the top right corner, then re-connect by clicking anywhere in the box.
- Refresh the Web page.
- Try opening the page in a different browser. The application seems to work best in Firefox.