Chat/Instant Messaging
COLUMBIA UNIVERSITY: Reference Services. Ask Us!

http://www.columbia.edu/cu/lweb/services/reference/

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The University of Delaware Library

Ask a Librarian

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

Hours

Reference librarians are available in person, by phone, and online during the following hours:

- Monday – Thursday: 8:00 a.m. – 9:00 p.m.
- Friday: 8:00 a.m. – 6:00 p.m.
- Saturday: 1:00 p.m. – 5:00 p.m.
- Sunday: 1:00 p.m. – 9:00 p.m.

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
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:
- uoscience (AOL)
- uoscience (Yahoo Messenger)
- uoscience@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.

Maintained by: Betsy Kelly, libwebref@uoregon.edu
### Ask-a-Librarian via IM

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

**MapPITTlibrarian**

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 hour, 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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<th>IM Client</th>
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<td>AIM</td>
<td>MapPITTlibrarian</td>
<td>AIM Express</td>
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| 1. Open the AIM Express link and click the start button.  
2. Enter your AIM screen name and password and click sign on.  
3. Use “send an Instant Message” option write “PITT Ask A Librarian” |  |
| MSN | MapPITTlibrarian@hotmail.com | MSN Web Messenger |
| 1. Open the MSN link and click on “Start MSN Web Messenger”.  
2. Enter your MSN email address and password to sign on.  
3. Once connected, add “PITT Ask A Librarian” to your contact list.  
4. You can send a message after the librarian accepts you as a contact. |  |
| Yahoo! | MapPITTlibrarian@yahoo.com | Yahoo! Web Messenger |
| 1. Open the Yahoo! Messenger link  
2. Enter your Yahoo! ID and password and sign on |  |

**Privacy policy**

Use of this service is your agreement to our Privacy Policy Statement. The Library respects the privacy of our users. The 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.
VANDERBILT UNIVERSITY: Introducing Ask George!

http://www.library.vanderbilt.edu/peabody/research/askgeorge.html