Need Reference Help from Home?  
Chat with a Librarian Online!

Have a research question but no time to come to the library? Is the weather too bad to stop by? No problem. Winter Semester 2004, the Halle Library will begin offering online virtual reference service to all patrons.

This new virtual reference software allows a librarian to chat with patrons in real time, similar to other Internet instant messaging software (like AIM). However, this software is unique because it adds a co-browsing feature. In addition to the shared chat window, the librarian and patron share a second window where the librarian can navigate the patron around the web, library catalog, and databases while using the chat function to communicate, explain, and respond to the patron as necessary.

We encourage you to give the service a try and tell us what you think.  
To chat with a virtual reference librarian:

1) Click on the Ask a Librarian link from the library’s homepage (http://www.emich.edu/halle).
2) Click where it says Connect with Librarian in the list of options.
3) Click on Talk if it is during the hours that virtual reference is offered.
4) Fill in the submission form, and click on the Login to Live Chat button.
5) When the security warning pops up, click Yes.
6) In moments, the virtual librarian will be notified of your presence and will initiate the chat/co-browse session.

Virtual Reference is available Monday through Wednesday, 11 a.m. - 5 p.m. and Thursday from 9 a.m. - 5 p.m.

If you have a question during hours that the service is not offered, you can always follow the links above and send a reference question to us via email. A librarian will respond to you within 24 hours, with the exception of holidays and some weekends.

If you have any problems with the Virtual Reference Librarian software, please contact Sarah Fabian (sfabian@emich.edu, 734.487.0020 ext. 2123) or Theresa Valko (tvalko@emich.edu, 734.487.0020 ext. 2119).

See you online!