Ask a Librarian Live Demonstration

Online Library

This is a transcript of a video made by the Online Library demonstrating how to use Ask a Librarian Live. To watch the video, go to the Ask a Librarian Live page in the Support section of the website.

The Online Library has a live chat enquiry service which allows you to ask librarians questions in real time. This video will show you how to use it.

This service is only available at certain times. Check the Ask a Librarian Live page in the Support section of the website to find out when you can chat.

When the service is not available, you will see the ‘Contact us’ tab in the bottom right corner of the page.

You can still contact us by clicking on the tab and writing a message for us. We will reply to your message by email within 72 hours.
When Ask a Librarian Live is available, but we are talking to other students, you will see a message asking you to refresh the page shortly, or send us an email.

When we are free to chat, the tab will say ‘Chat with us’.

Click on the tab, and you will be asked for your name, email address and student number.
Then ask us your question.

How do I access ‘Dissertation research’ by Ryan?
You’ll see when the librarian is typing.

If you go to another website, including the Summon search results, the chat will automatically end. To keep chatting to the librarian while using Summon search, open it in a new tab. This will keep the chat open in the first tab.
How do I access 'Dissertation research' by Ryan?

Hi you are speaking to a Librarian.

You can find this by searching Summon.

Open the Online Library homepage in a new tab.
To return to the chat, go back to the first tab.
The librarian might ask you to send them a screenshot so that they can identify the problem. You can attach files to the chat by clicking on the paperclip.
For further information on Ask a Librarian Live, go to the Support section of the Online Library website. We look forward to talking with you!