

Ask a Librarian Live Demonstration

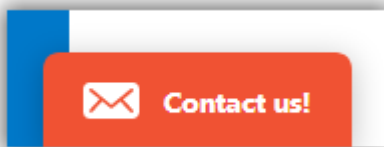
Online Library

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.

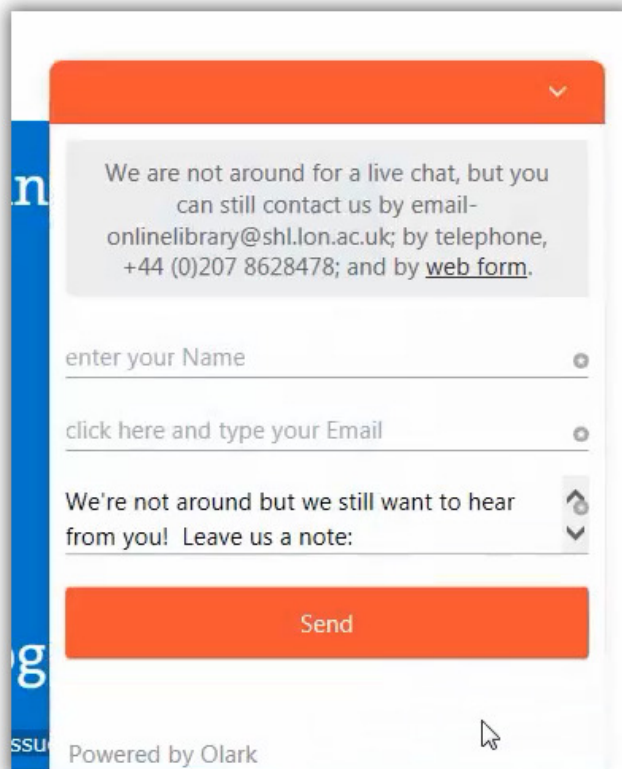
The Online Library has a live chat enquiry service which allows you to ask librarians questions in real time. This video will show you how to use it.

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.

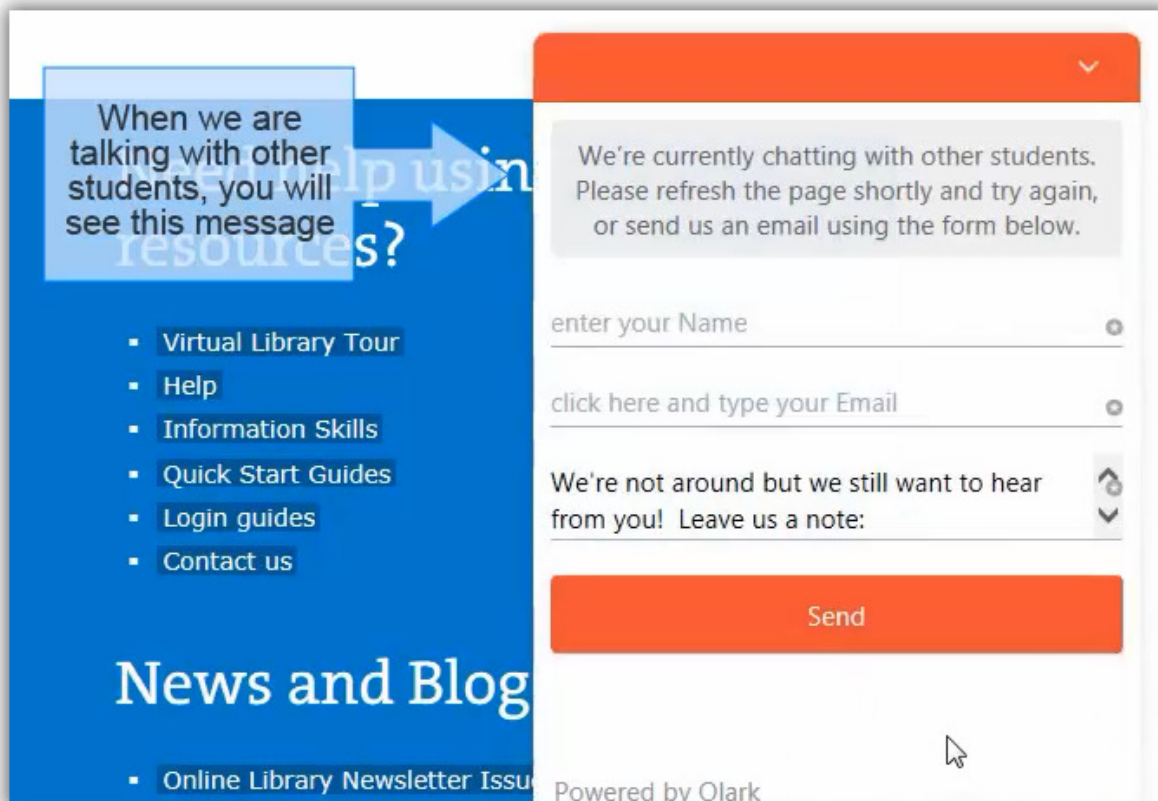
When the service is not available, you will see the 'Contact us' tab in the bottom right corner of the page.



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.

A screenshot of a contact form. At the top, there is a red header bar with a white downward arrow. Below the header, there is a grey message box containing the text: "We are not around for a live chat, but you can still contact us by email- onlinelibrary@shl.lon.ac.uk; by telephone, +44 (0)207 8628478; and by [web form](#)." Below the message box, there are two input fields: "enter your Name" and "click here and type your Email". Below these fields, there is a text area with the text: "We're not around but we still want to hear from you! Leave us a note:". At the bottom of the form, there is a red "Send" button. In the bottom left corner, there is a blue vertical bar with the text "SSU" and "Powered by Olark". A mouse cursor is visible at the bottom right of the form.

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 talking with other students, you will see this message

- Virtual Library Tour
- Help
- Information Skills
- Quick Start Guides
- Login guides
- Contact us

News and Blog

- Online Library Newsletter Issue

Powered by Olark

We're currently chatting with other students. Please refresh the page shortly and try again, or send us an email using the form below.

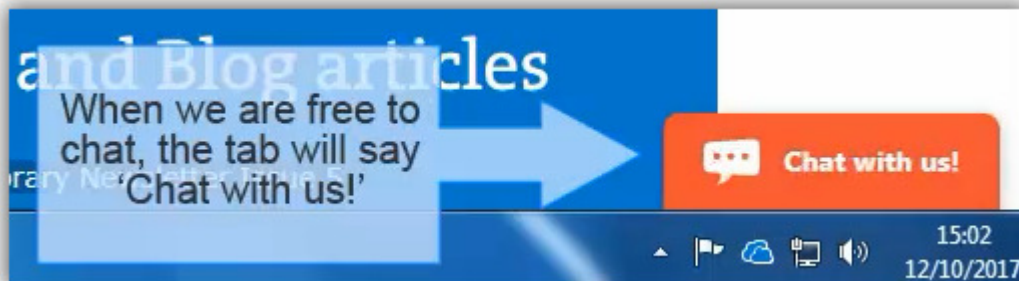
enter your Name

click here and type your Email

We're not around but we still want to hear from you! Leave us a note:

Send

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



and Blog articles

When we are free to chat, the tab will say 'Chat with us!'

Chat with us!

15:02
12/10/2017

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

Now Chatting ⌵

Please enter your Student Number and click 'start chatting'.

enter your Name
| _____ I _____

click here and type your Email +

enter your Student Number +

Start chatting

Then ask us your question.

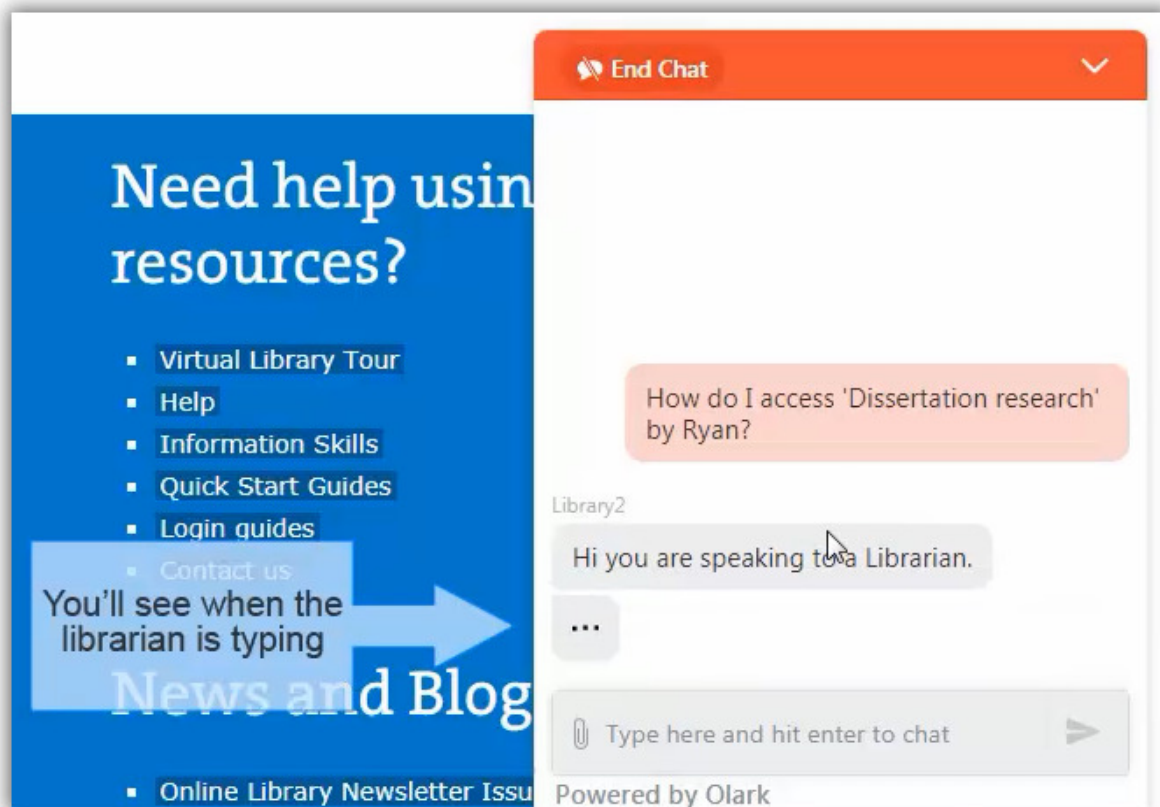
Now Chatting ⌵

How do I access 'Dissertation research' by Ryan?

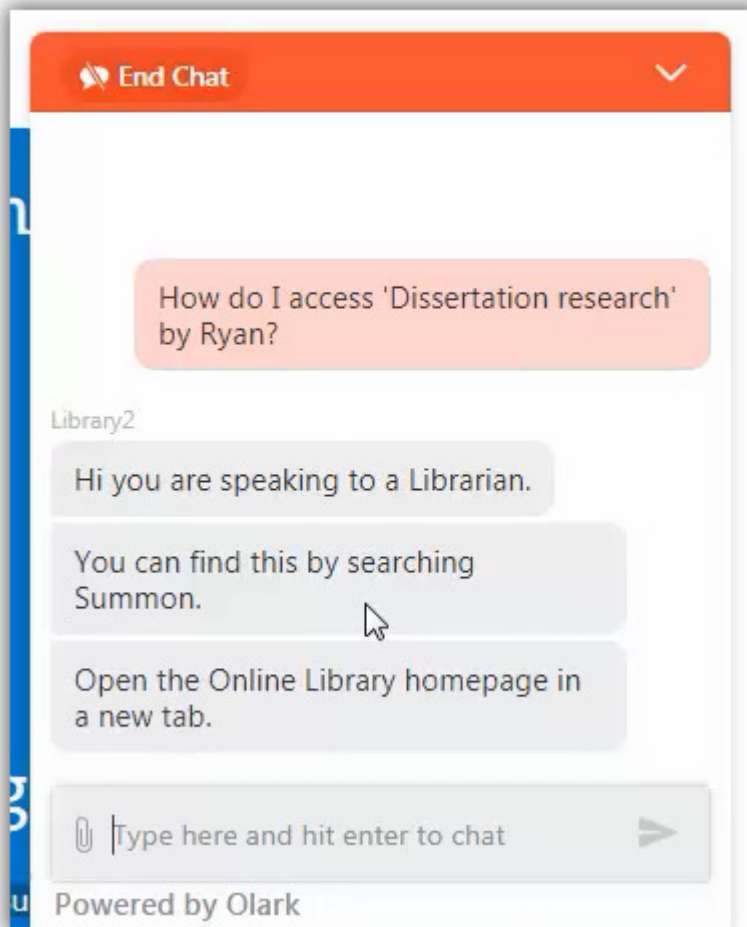
Type here and hit enter to chat ➤

Powered by Olark

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.



End Chat

How do I access 'Dissertation research' by Ryan?

Library2

Hi you are speaking to a Librarian.

You can find this by searching Summon.

Open the Online Library homepage in a new tab.

Type here and hit enter to chat

Powered by Olark

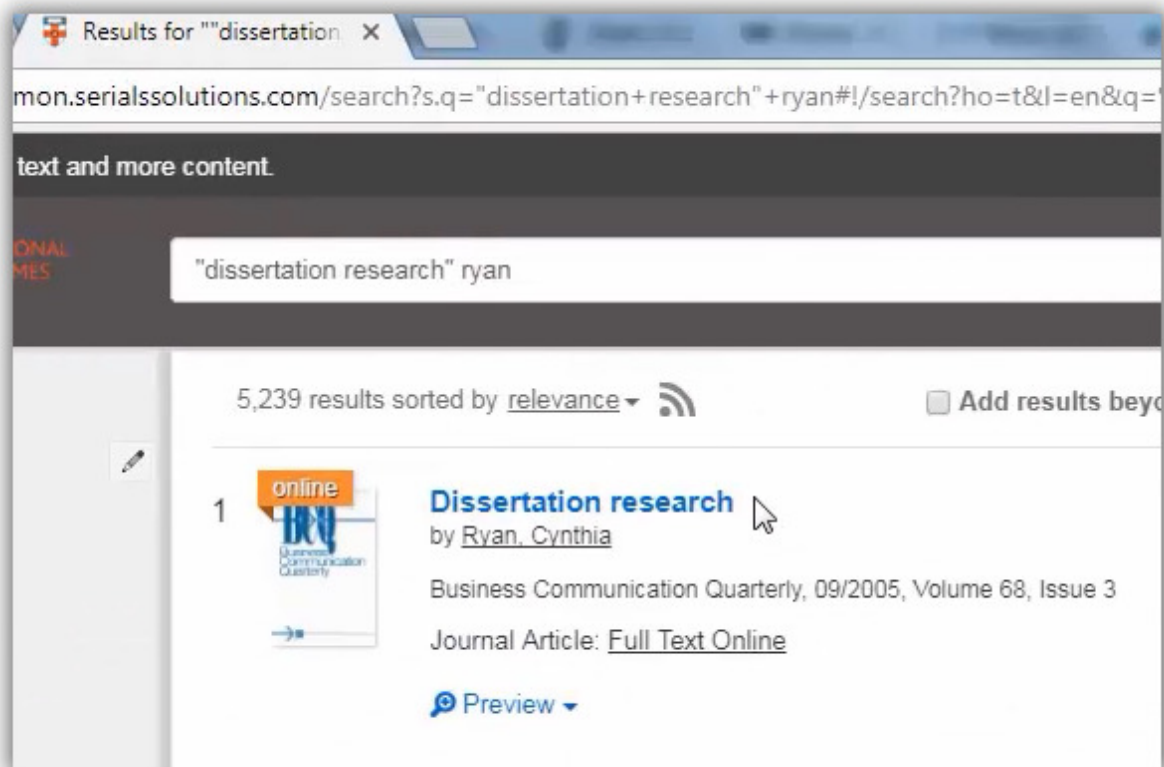


Online Library Home

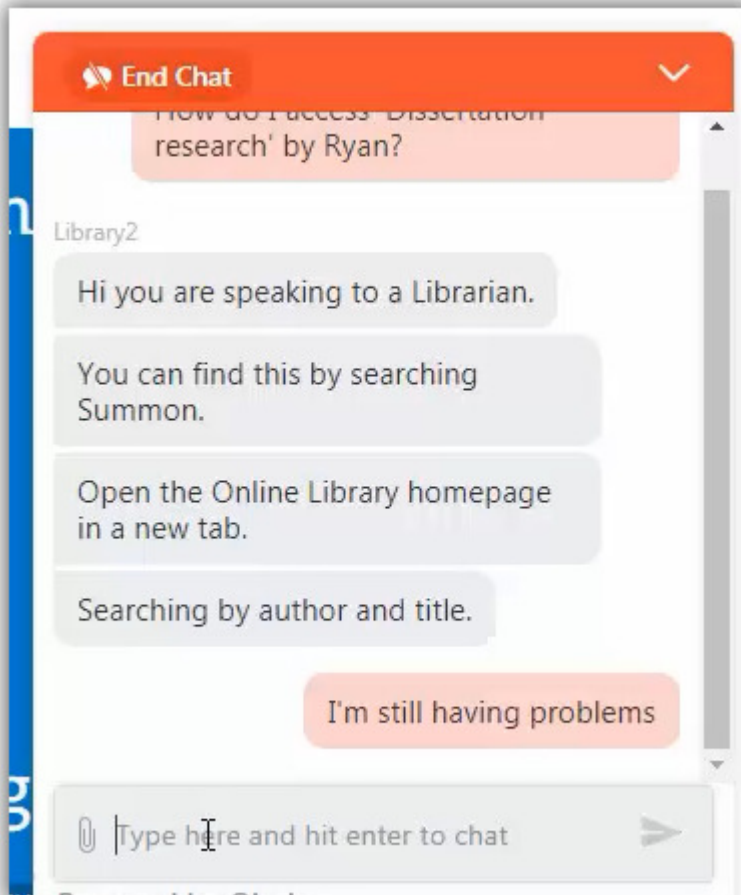
About the

EMFS

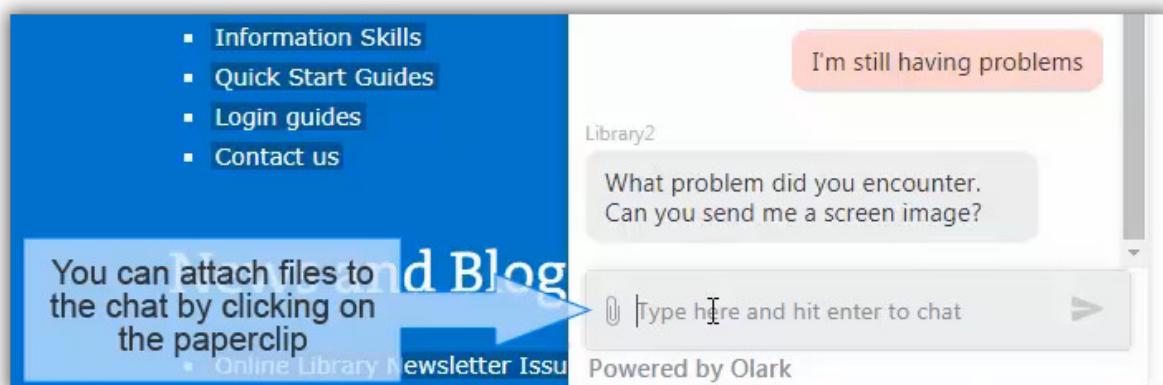
- Open link in new tab
- Open link in new window
- Open link in incognito window
- Save link as...
- Copy link address
- Inspect Ctrl+Shift+I

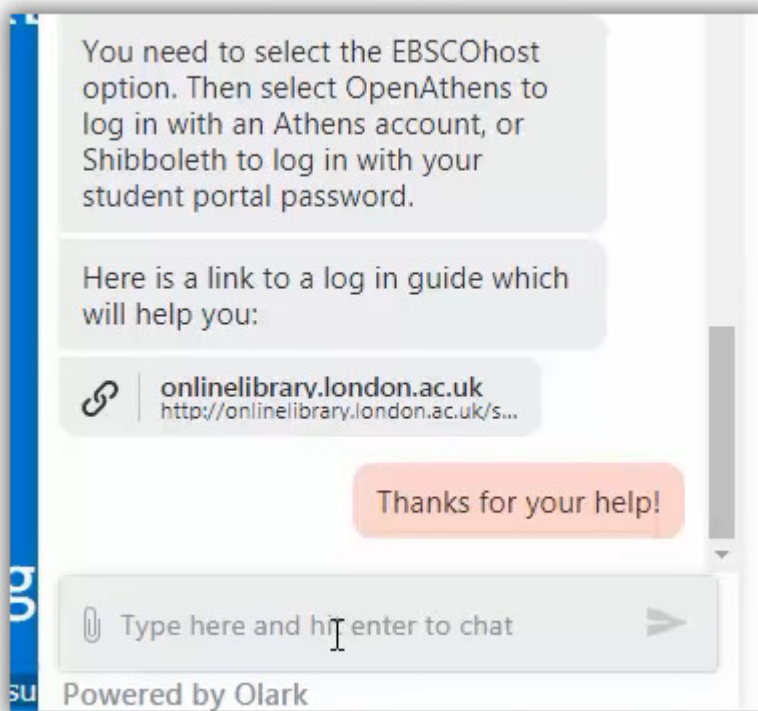
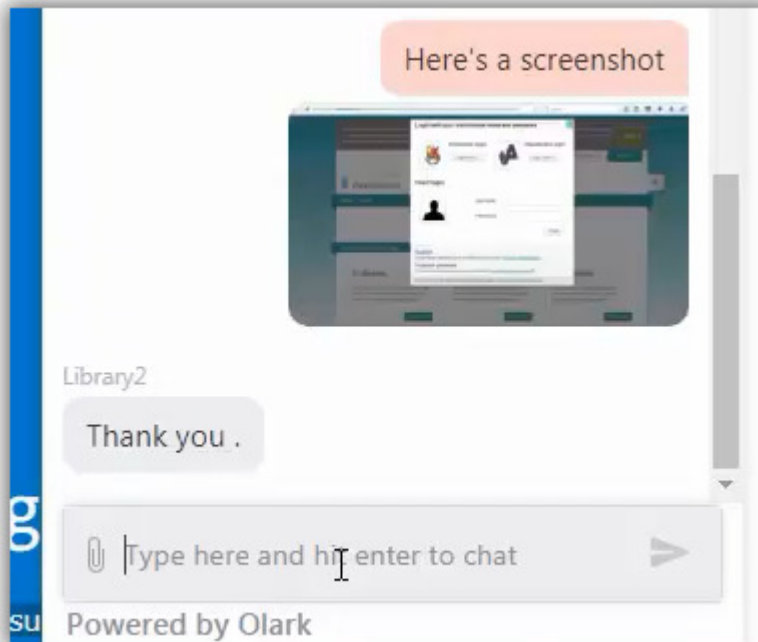


To return to the chat, go back to the first tab.



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!