24/7 Research Help
http://www.emich.edu/library/help/ask.php

Did you know that the library offers research assistance 24/7? Our Ask a Librarian service offers quick help through online chat; 24/7 service is made possible by our participation in a nationwide cooperative of college and university libraries. EMU library users can connect to a librarian through the Ask a Librarian chat window, located on the main page of the library website, our online research guides, and other web pages. EMU librarians provide chat research assistance about 20 hours a week. At other times, users are connected to other libraries in the cooperative. We have found that in most cases, librarians from other institutions are able to provide reliable assistance with your research questions. When librarians are unable to answer a question, they will refer that chat session back to EMU library faculty and we will respond to you via email, usually later the same day or the next day.

EMU library users participate in about 3000 chats a year though Ask a Librarian, and many of these chats take place at times when in-person help from EMU librarians is not available. Students and faculty can also contact library subject specialists directly for research assistance. But please encourage your students to try the Ask a Librarian chat service when they’re stuck on a research question and want help right away. As one user stated, “This is a fantastic resource, and knowing it’s available 24/7 is very comforting!”

Follow this link to explore the service:
http://www.emich.edu/library/help/ask.php

Photo Credit: dreamstime.com

-Sara Memmott, Information Services Librarian