

Welcome to Sullivan University Libraries' Chat Reference!

The Sullivan University Libraries provide chat reference as a service to students, faculty and staff.

The service offers help in answering simple research or general library-related questions.

If you have more in-depth research questions, better options may include:

- The Ask A Librarian E-Mail Service (libsul@sullivan.edu)
- Calling the library at 502-456-6773
- Scheduling a *Librarian-Is-In* appointment. During the session, a librarian will work with you one-on-one to locate research resources.

Hours of operation:

The chat reference is normally available during the following hours (you will notice that the chat box shows the librarian as *online*):

- Monday - Thursday: 8:00 AM - 11:00 AM, 1:00 PM - 9:00 PM
- Friday - Saturday: 9:00 AM - 3:30 PM
- Sunday: 12:30 PM - 4:30 PM

NOTE: The chat feature will not be available during academic breaks and holidays.

How to use the chat feature:

To use the chat feature, type your question or comment into the chat box and click ENTER on your keyboard.

Privacy and confidentiality:

You are not required to identify yourself during the session. Though library staff will protect user privacy in accordance with standard professional practice, be aware that chat sessions are not fully secure and that it is possible for conversations to be intercepted.

Inappropriate behavior:

Inappropriate behavior with the chat feature will not be tolerated. The session may be terminated for not using the chat for its intended purposes, using obscene or rude language, harassment of any kind, or frequent off-topic questions. Our chat service cannot provide medical, legal or financial advice.

We look forward to “hearing” from you!