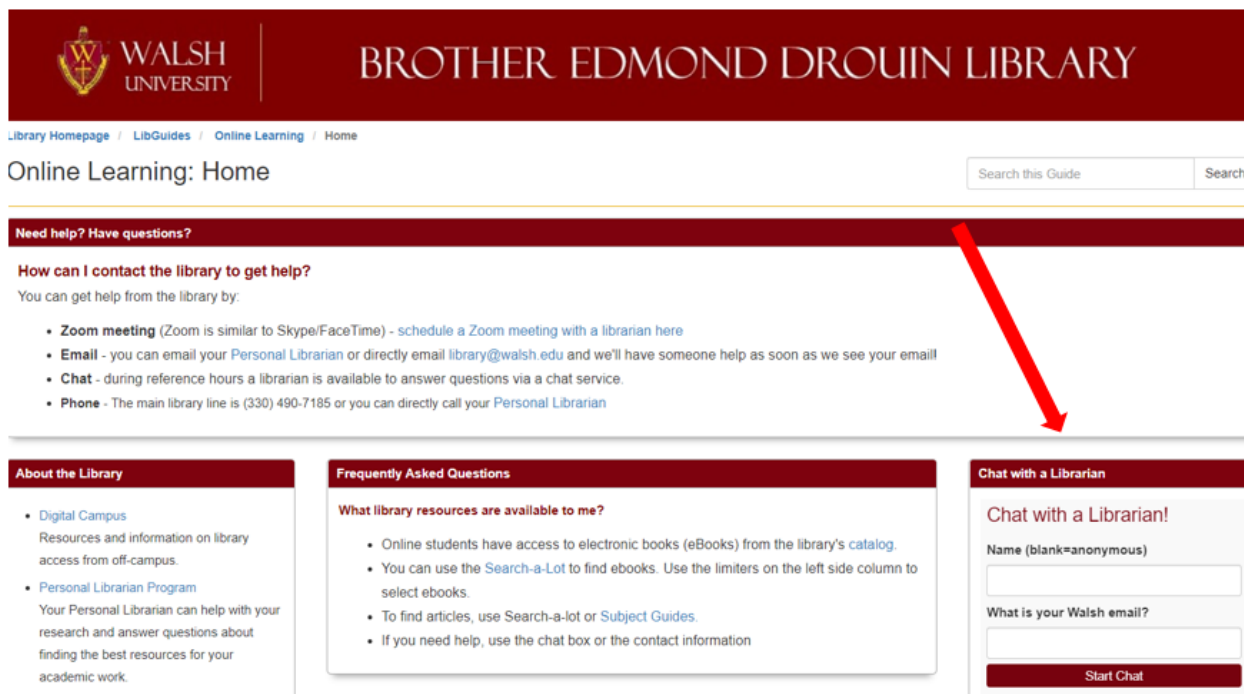


Using Library Chat

Access Chat with a Librarian

1. Click on the following link: https://libguides.walsh.edu/Online_Learning



The screenshot shows the website for the Brother Edmund Drouin Library at Walsh University. The header includes the Walsh University logo and the library name. Below the header, there is a navigation bar with links to 'Library Homepage', 'LibGuides', 'Online Learning', and 'Home'. A search bar is located on the right side of the navigation bar. The main content area is titled 'Online Learning: Home'. A red arrow points to a dark red banner that says 'Need help? Have questions?' and 'How can I contact the library to get help?'. Below this banner, there are four bullet points: 'Zoom meeting', 'Email', 'Chat', and 'Phone'. The 'Chat' bullet point is highlighted. Below the banner, there are three columns: 'About the Library', 'Frequently Asked Questions', and 'Chat with a Librarian'. The 'Chat with a Librarian' column contains a form with a 'Name (blank=anonymous)' field, a 'What is your Walsh email?' field, and a 'Start Chat' button.

2. Begin chat by entering your name, Walsh email, and clicking “start chat.”
3. Type in your question and a Librarian will respond
4. Library Chat is available the following hours:

8:00 AM – 7:00 PM Monday - Thursday

8:00 AM - 5:00 PM Friday

10:00 AM – 3:00 PM Saturday

1:00 PM – 10:00 PM Sunday