Online Reference – Lib Answers and LibChat.

Fiona Salisbury
Learning & Research Services Manager
La Trobe University Library

CRIG Forum – August 2011
LibSearch
Search for books, journals, newspapers, with just one search.

LibGuides
Ready-made guides to key resources for your course or subject.

LibSkills
Teach yourself library research skills online, when you need them.

LibChat
Chat live online to a librarian weekdays during semester.

LibAnswers
Ask a librarian or check the Q&As listed that others have asked.

Your Library toolkit. Tools to build your success.
LibAnswers - You ask, we answer!

Type your question, e.g. "How do I renew a book?"

Useful Tip: Type your question, or simply enter keywords, e.g. library hours, or databases.

Popular Questions: view another
Do you fine overdue library items?

Most Popular Answers | Most Recent Answers

Do you fine overdue library items?

How many items can I borrow? How long can I borrow an item?

What does "on holdshelf" mean?
Asked on Mar 08, 2010. | Topics: Catalogue | Views: 758
<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug 22</td>
<td>18:54</td>
<td>reserve (add) (mark as reviewed)</td>
</tr>
<tr>
<td>Aug 22</td>
<td>10:23</td>
<td>where can i return item (add) (mark as reviewed)</td>
</tr>
<tr>
<td>Aug 22</td>
<td>07:30</td>
<td>I am searching for journals online &amp; it will only allow me to browse the abstract then i click it to download it but it asks for username and passwo</td>
</tr>
<tr>
<td>Aug 21</td>
<td>18:59</td>
<td>How do I write a bibliography or reference list for my assignment?</td>
</tr>
<tr>
<td>Aug 21</td>
<td>17:37</td>
<td>how do you reference a newspaper article apa style?</td>
</tr>
<tr>
<td>Aug 16</td>
<td>21:44</td>
<td>how to book a study room</td>
</tr>
<tr>
<td>Aug 16</td>
<td>17:45</td>
<td>how do i search the chinese nursing journal</td>
</tr>
<tr>
<td>Aug 16</td>
<td>17:04</td>
<td>how to read e-books (add) (mark as reviewed)</td>
</tr>
</tbody>
</table>
LibAnswers queries
January 2010-July 2011

- Clicked on: 35%
- Matched: 13%
- Submitted: 52%
LibChat

Open Web Messenger - http://mibew.org/
LibChat queries
Semester 1, 2010 & 2011

March
April
May
June

2010
2011
Now online
Chat with a librarian
11am - 5pm Monday - Friday

Online reference @ LTU Library