

Online Reference – Lib Answers and LibChat.

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La Trobe University Library

CRIG Forum – August 2011



LibSearch

Search for books, journals, newspapers, with just one search.



LibChat

Chat live online to a librarian weekdays during semester.



LibGuides

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



LibAnswers

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



LibSkills

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

**Your Library
toolkit. Tools
to build your
success.**

LibAnswers



Library

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LibAnswers - You ask, we answer!

ASK US

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

110 Answered Questions | [Browse All](#) | Change Topic [View All Topics](#)



Popular Questions: [view another](#)

[Do you fine overdue library items?](#)

Most Popular Answers | **Most Recent Answers**

[Do you fine overdue library items?](#)

Asked on Jul 21, 2009. | Topics: [Borrowing info](#) | Views: 976

[How many items can I borrow? How long can I borrow an item?](#)

Asked on Jul 21, 2009. | Topics: [Borrowing info](#) | Views: 929

[What does "on holdshelf" mean?](#)

Asked on Mar 08, 2010. | Topics: [Catalogue](#) | Views: 758

Live Chat



Currently offline

Research help
during semester

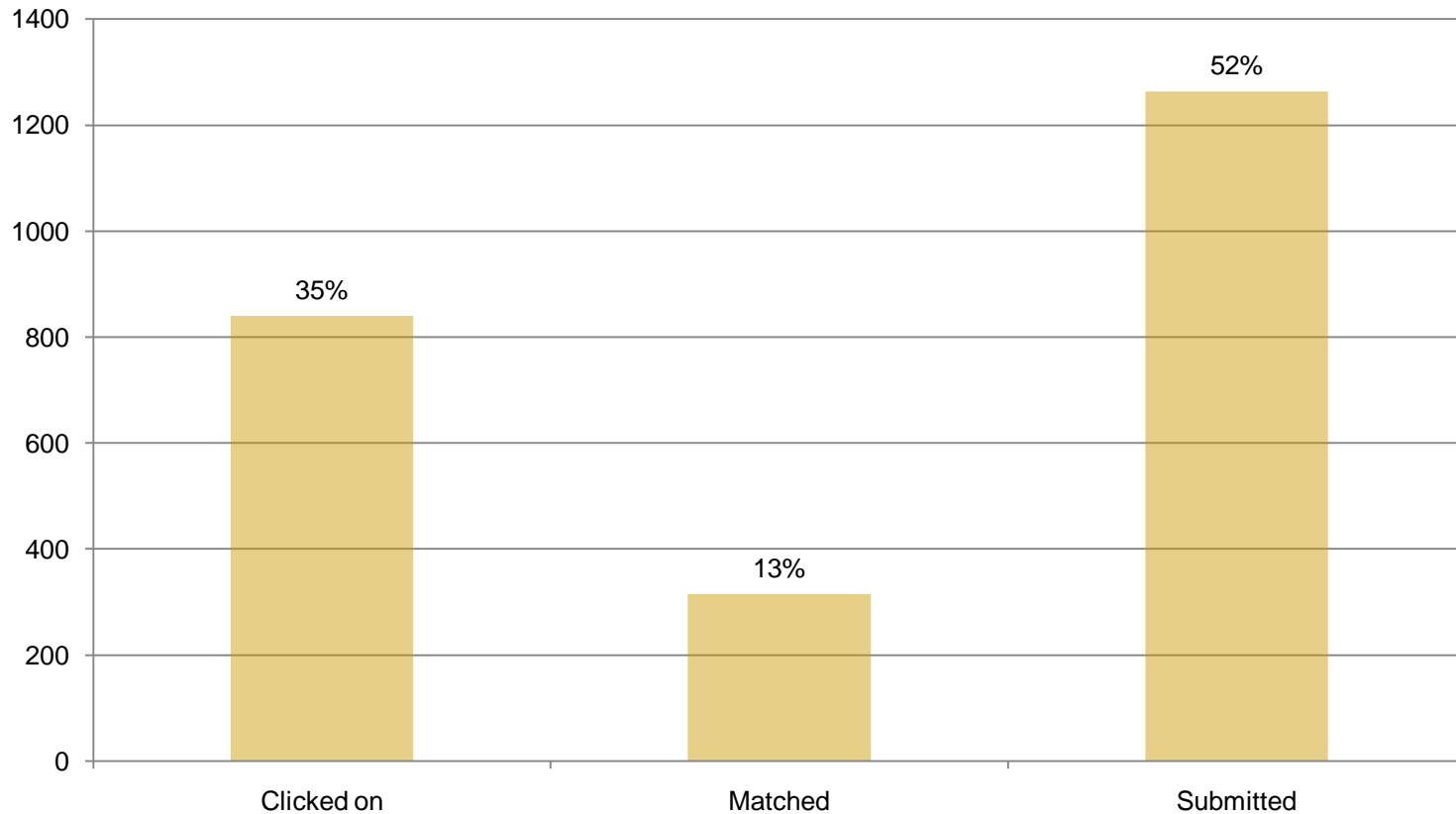
11am - 5pm Monday to Friday



Aug 22, 18:54	reserve (add) (mark as reviewed)	Clicked on How do I use Electronic Reserve?
Aug 22, 10:23	where can i return item (add) (mark as reviewed)	Clicked on Can I return a Library book by mail?
Aug 22, 07:30	I am searching for journals online & it will only allow me to browse the abstract then I click it to download it but it asks for username and passwo	Question was submitted to the system
Aug 21, 18:59	How do I write a bibliography or reference list for my assignment?	Direct match via auto-suggest
Aug 21, 17:37	how do you reference a newspaper article apa style?	Question was submitted to the system
Aug 18, 22:03	How do I borrow a book. Clinical Skills in Infant Mental Health. The first 3 years. Mares, Newman and Warren. (add) (mark as reviewed)	Clicked on I'd like to borrow this book which is in storage at Bundoora?
Aug 16, 21:44	how to book a study room	Question was submitted to the system
Aug 16, 17:45	how do i search the chinese nursing journal	Question was submitted to the system
Aug 16, 17:04	how to read e-books (add) (mark as reviewed)	Clicked on How do I use the ebooks? I start off, but seem to lose connection. Also do I need a special reader?

LibAnswers queries






January 2010-July 2011



LibChat

The screenshot shows a web chat interface for La Trobe University Library. At the top left, the text "La Trobe University Library" is displayed in black, with "LibChat" in red to its right. Below this, a header bar contains the name "Fiona" with a profile icon, three utility icons (share, music, refresh), and an "End chat" button with a red close icon. The main chat area has a "History" sidebar on the left and contains three messages: a system message at 12:50:36, a notification at 12:50:42, and a user message at 12:50:46. Below the chat area is a "Message" input field with a vertical label on the left and a "Send (Enter)" button on the right. At the bottom, it says "Powered by: openwebim.org".

La Trobe University Library | LibChat


Fiona     End chat 


History

12:50:36 Welcome to the Library chat. A Librarian will be with you shortly...

12:50:42 Kate has joined the chat

12:50:46 Kate: Hi. How can I help you?

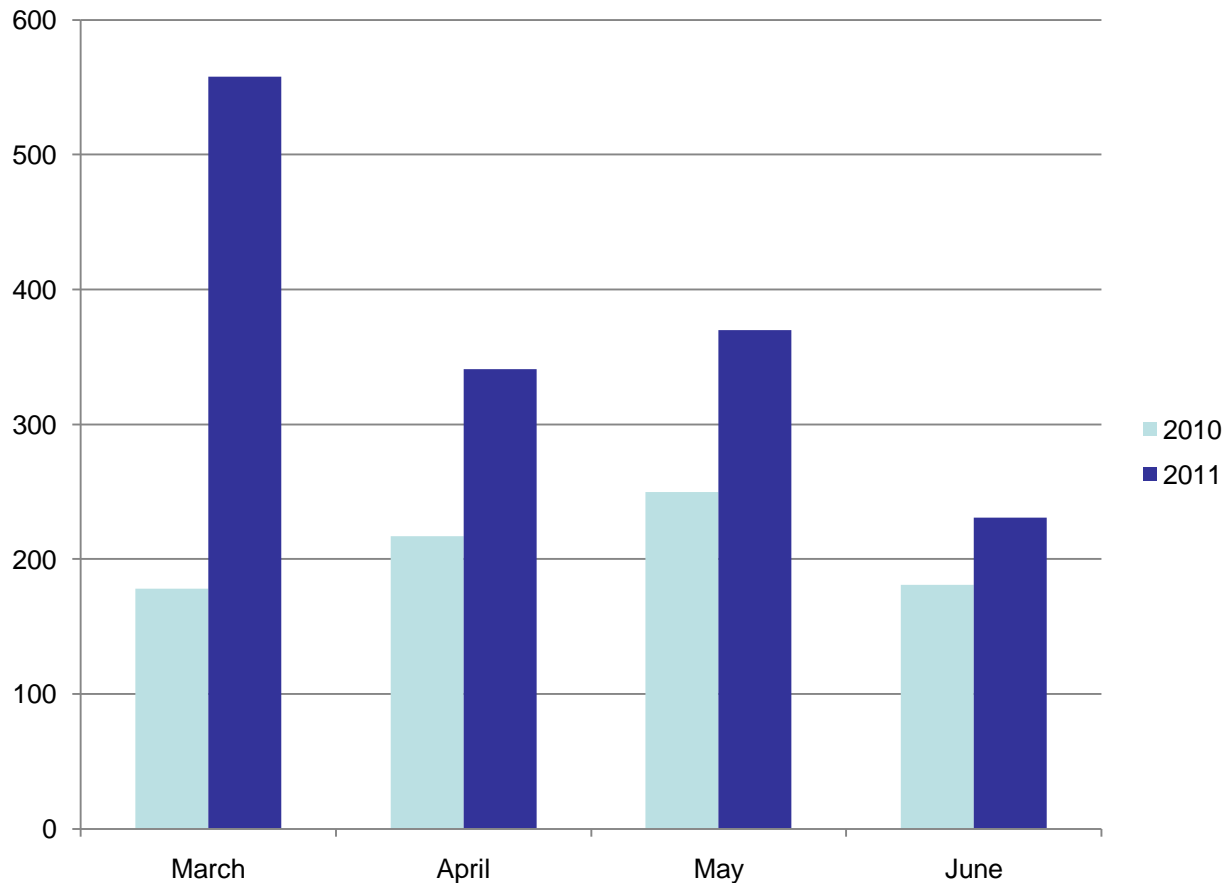
Message 

Powered by: openwebim.org Send (Enter) 


Open Web Messenger - <http://mibew.org/>

LibChat queries

Semester 1, 2010 & 2011

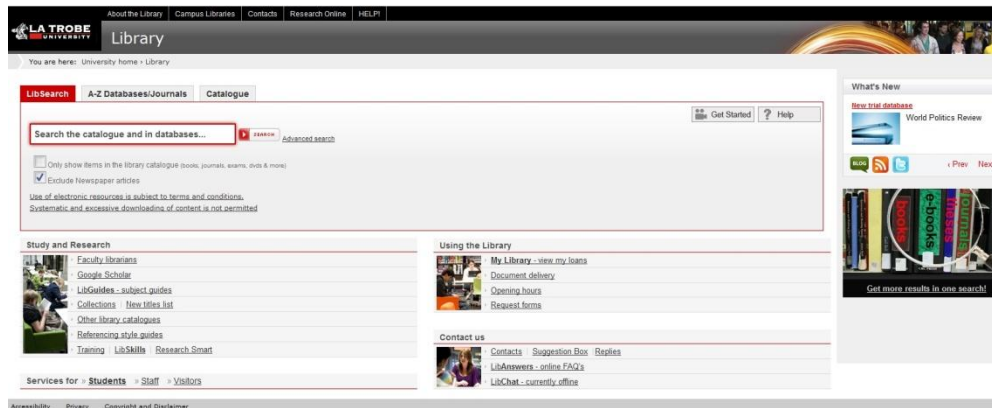


LibChat

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

Now it's easier to use the Library on your mobile.

Access LibSearch, the Catalogue, Hours, LibGuides, LibAnswers, latest news and more...

LA TROBE UNIVERSITY Library

LibSearch A-Z Databases/Journals Catalogue

Search the catalogue and in databases...

Only show items in the library catalogue (books, journals, exams, DVDs & more)
 Exclude Newspaper articles

Use of electronic resources is subject to terms and conditions.
Systematic and excessive downloading of content is not permitted.

Study and Research: Faculty librarians, Google Scholar, LibGuides - subject guides, Collections - News links list, Other library catalogues, Referencing style guides, Training | LibSkills | Research Smart

Using the Library: My Library - view my loans, Document delivery, Opening hours, Request forms

Contact us: Contacts | Suggestion Box | Replies, LibAnswers - online FAQs, LibChat - currently office

Services for: Students | Staff | Visitors

Accessibility Privacy Copyright and Disclaimer

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Online reference @ LTU Library