

# Instant Messaging: the New Virtual Reference?

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## Staff Materials: Messages worth Canning

- **busy message**, e.g.: I am currently helping someone else with a question. You are welcome to wait, but if you'd prefer, try us again in a few minutes. Thanks for your patience.
- **wrap-up**, e.g.: Does this answer your question? Is there anything else I can help with?
- **phone, for more help**, e.g.: If you'd like, we can do a step-by-step over the phone.
- **referrals**, e.g.: If you'd like more in-depth help from our I.T. Help Desk, feel free to MSN them at xxx or visit them on the 2nd floor of the library.
- **finding articles**: Here's a great search engine for \*. Search it using these keywords \*. When you find a good article, click the Get it! button to see if we have it (online or in the library).
- **frequently used URLs**
- **questions about your catalogue**, e.g.: how to renew a book, how to place a hold, how to access reserve materials, etc.
- **library info**, e.g.: hours, locations
- **campus/community info**, e.g.: hours, locations, etc.