

## IM a Chandler Public Librarian

Ask a question via a live chat session Monday through Friday during the hours of 10:00 am through 6:00 pm. We have user names for AIM, Yahoo! Messenger, and MSN Messenger. A librarian will gladly help you find the information you seek, be it in print or online. Our usernames for the following services:



AIM: **cplazchat**



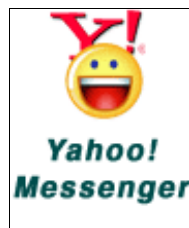
Yahoo!: **cplazchat**



MSN: **cplazchat@hotmail.com**

### *What is Instant Messenger (IM)?*

IM is a way of communicating with others over the Internet. It allows two people to type messages to one another and have a virtual "conversation." Click on the links below to learn more about these three popular IM services.



### *What do I need to do to IM a librarian?*

If you already have an IM account, simply add us to your buddy list and then open a chat with us.

### *Do I need special software, or is web-based IM available?*

[AOL Instant Messenger \(AIM\)](#) provides a web based IM client that does not require any software installation on your own computer.

Alternatively, [www.meebo.com](http://www.meebo.com) is a website that allows anyone with an existing IM service account at the above mentioned three IM service providers to log in and begin IM chat instantly, without any software to download or install.

### *Will a librarian answer right away, or will I have to wait?*

Patrons visiting the library in person will have priority. However, we will answer your question as soon as we are able, on a first-come, first-served basis.

### *What kind of questions can I ask the library?*

Appropriate questions should be factual or short research questions that can be quickly answered. Examples include:

- When are my materials due?
- Can you renew my materials for me?
- Do you have this book/CD/movie/etc.?
- Can you hold an item for me?
- When did Iran become a country?
- Who invented the x-ray?

**NOTE:** Repeated misuse of this service as defined by [Chandler Public Library's Electronic Access Policy](#) will result in the patron being banned from further use of this service.