

ACTIONS TAKEN

Ask-a-Librarian

Comments:

Positive-3: "The library makes a really great effort with the texting and everything which is nice."-
Junior --Business, MBA

Negative-1: "Sometimes texting a librarian doesn't work. Although it sounds like a great idea, many times I won't get a response or it will be someone who isn't willing to help." --Junior Exercise
Science/OT/PT

Response:

Ask-a-Librarian questions reach the Reference desk by email, texting, instant Messaging (IM) and live chat. Email is answered by University of Scranton librarians within 24 hours. Questions received by text and IM are answered immediately during hours that the Library is open. Live chat is a cooperative program that includes American Jesuit Colleges and Universities (AJCU) across the United States and the tutor.com company. For purposes of answering questions for each other's students, we are able to login to these other institutions. AJCU libraries cover hours in various time zones and tutor.com covers all other hours so that students can submit questions even at 3:00 a.m. Logs of the answers provided are maintained for quality control. All the librarians who participate in this program have Masters in Library Science and know techniques and resources but may not know unique things about assignments and resources at the various AJCU libraries. For example, what floor are the BL books on at Fordham?

For those whose experience did not provide the help or information needed, please call the reference desk 570-941-4000, email or text to get additional help.