

# OIT Library

## Chat Users' Etiquette

### Guidelines

The OIT Library provides virtual reference and research assistance to its patrons, so that you can get help, wherever you are, whenever you need our assistance. In order for us to do so please follow these simple guidelines.

- Keep your messages short and clear.
- Be patient. We might not respond immediately, if we are helping another patron. We will come back to you as soon as possible (if one of us is busy, your question will be redirected to another OIT librarian).
- Send us your OIT e-mail address:
  - you will get your chat transcript with all the helpful URLs and resources
  - if your question requires an extended time to answer, a librarian will use your e-mail to get back to you at a later time
- Chat service is for brief message exchange only. If you think your question requires an in-depth conversation with a librarian, you can do one of the following:
  - send us an e-mail to: [libtech@oit.edu](mailto:libtech@oit.edu)
  - fill out an online form for an individual consultation request
  - call the Research Assistance desk at (541)885-1773
  - visit us in person at the Research Assistance desk M-F from 9am to 3pm
- Do not type your messages in all capital letters. They are hard to read, and are considered "yelling."
- Be courteous and respectful.