

KOHA DATABASE

Using the “Ask A Librarian” Feature (Virtual Reference Service)



**G.C. FOSTER COLLEGE SPORT
LIBRARY AND INFORMATION CENTRE**



“Ask the Librarian” Chat Service

- Are you frustrated with research and would like queries answered in real time by an expert?
- Do you have reference and research queries you want answers to in real-time?
- Would you like to know what research materials are available at the library?
- Then you should use the “Ask the Librarian” chat service.
- To expand and improve our services to you our valued clients, the library invites you to check out the, “Ask the Librarian” chat feature, which is currently available on <http://library.gcfc.edu.jm>

What is “Ask the Librarian” Chat Service?

- It is a virtual chat feature that offers real-time reference service to customers online.
- It allows a client to interact with a librarian where feedback/information is provided instantly.
- It is web-based system and is attached to the Library portal page
- It gives follow-up/feedback - a copy of the chat transcript is usually forwarded to the client's email at the end of the conversation.

How to Use the Service

- To get access you will have to log onto the colleges' website.
- Click on "Library Opac" from the top page tab
- On the library's opac page, Look for the "**Ask-the-Librarian**" link  
- Then, click on it, complete the form by typing your reference query, then submit to access a librarian.
- Librarian will answer query as soon as the query is received and respond in a timely manner. Responses will be sent to your email.

Ask a librarian can be accessed from your tablet, cell phone or computer



What are the benefits of using this feature?

- Instant results
- Access to electronic resource (once available)
- Interactive response
- Response from qualified professionals
- Accessible from anywhere across the world

Follow up with a Librarian

- Please note that your queries may be submitted at any given time between Mondays – Saturdays and Librarians will respond to your queries during the library opening hours below:

Mondays – Thursdays: 8:30 a.m. - 7:00 pm.

Fridays: 8:30 a.m. - 4:00 pm., and

Saturdays: 10.00 a.m. – 3:00 p.m.



- The service is closed on Sundays and on public holidays.

Conclusion

- What are you waiting for?
You-yes you- go ahead and give the service a try, you will not regret it.
- For additional information, please call or email the Library Team at:

**G.C. Foster College of Physical Education and Sport
Library and Information Centre**

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