

## **Ask a Librarian: Quick guide**

### **What is “Ask a Librarian”**

Ask a Librarian is a service offered by libraries, whether they are academic, public, or specialized libraries, to provide assistance and support to library users in finding information, conducting research, and using library resources effectively. This service is typically provided by trained librarians or library staff members who have expertise in navigating the library's collections and resources.

### **Importance of Ask a Librarian**

**Research Assistance:** Librarians are experts in information retrieval and help students formulate research questions, locate relevant sources, and navigate databases effectively. This is particularly valuable for academic projects and research papers.

**Source Evaluation:** Librarians assist students in evaluating the credibility and reliability of sources. They help identify peer-reviewed journals, authoritative books, and reputable websites, which is crucial for academic integrity.

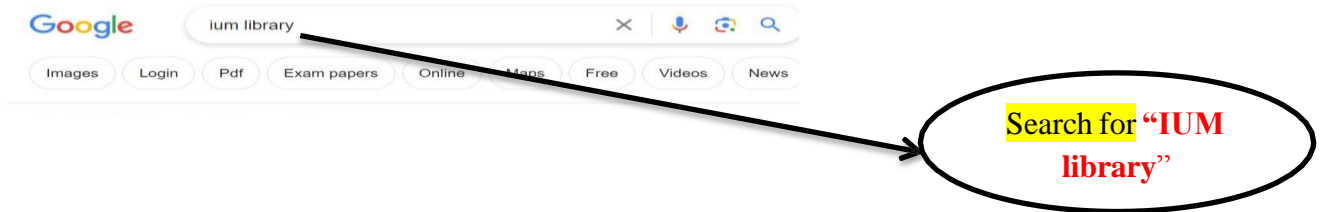
**Citation Help:** Properly citing sources can be challenging for students. Librarians guide various citation styles (e.g., APA, MLA, Chicago) and help students ensure that their citations are accurate and consistent.

**Library Services:** Students may not be aware of all the services and resources their library offers, such as interlibrary loan, document delivery, or study spaces. Librarians make use of this platform to inform students about these services and help them make the most of their library experience.

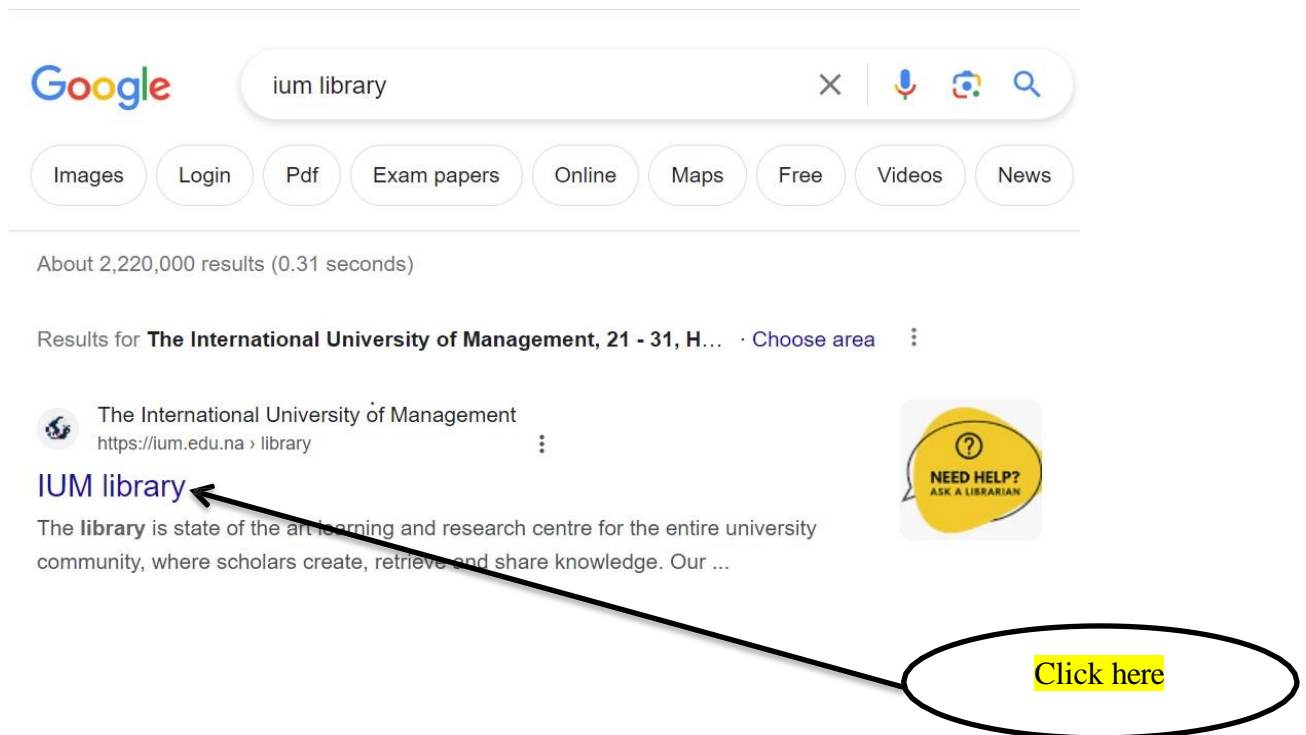
In essence, "Ask a Librarian" services are a valuable resource for students, empowering them to excel academically, develop important information literacy skills, and make the most of the resources available in their academic library. It's a smart and efficient way to enhance the quality of one's research and academic work.

## How to use the Ask a Librarian platform

1. To make use of the platform you'll need to visit the IUM library website by typing **"IUM library"** in any web browser of your choice.

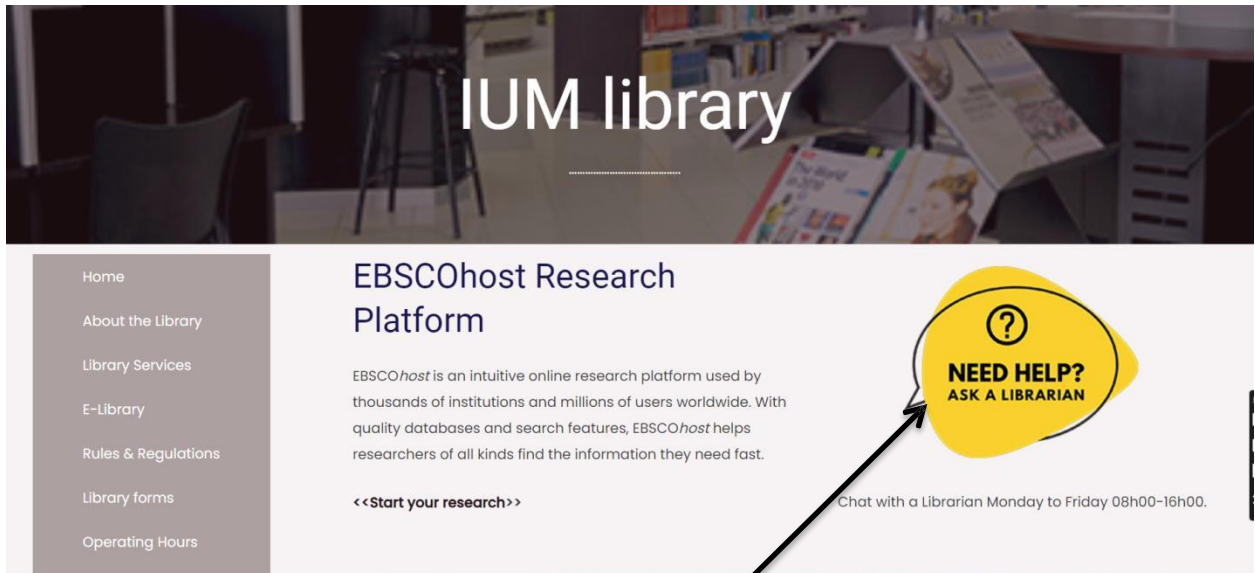


2. Your first search results will display as below, click on the result which says " IUM library"



3. The homepage for the library will be displayed. On this homepage, on your right-hand side there's a yellow button written **“Need help? Ask A Librarian”**. Go ahead and click on it.

**NB:** Ask the librarian platform works Monday to Friday 08h00-16h00. But don't hesitate to leave a message over the weekend however the librarian would only attend to your query on Monday.



Click here to chat with the librarian

4. The chat box to begin your conversation with the librarian will pop up. You will be required to provide **“your email, name and the query/ message”**.

NB: You are not limited; you may ask anything through the chat box and make sure your message is clear and précises.

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Please leave a message.  
The Librarian will get back to you shortly.

Your email:

Your name:

Message:

5. Fill in the chat box as illustrated in the example below:

Please leave a message.  
The Librarian will get back to you shortly.

Your email:

Your name:

Message:

Click here after filling in the chat box

NB: Don't forget to click on the **“send”** button once you are done filling the chat box.