

Research Help

You can get help whether you are in the Library conducting research or outside of it. If you are in the Library, the reference desk is the place to go with any of your questions. Did you know that reference librarians all have master's degrees in Library and Information Science? That means that experts in finding information are on hand to help. No question is too large or too small. We can help point you to a good database, can help you to find books in the Library, and most of all, we can save you a lot of time.

If you are not in the Library you don't have to go it alone. Just head to the "ASK A LIBRARIAN" link on the homepage to find a directory of the Library's virtual services.

- 1) Click on "AskRef Live" to open up a chat with us. This program lets both you and a librarian look at Web pages at the same time so a librarian can walk you through any points of confusion you may be having while conducting research from outside of the Library.
- 2) Click on "AskRef" to email us a question. This is a more traditional way of getting a response to questions you may have regarding your research.
- 3) Send a librarian a question using Instant Messenger by adding the Library's screen name to your buddy list.
- 4) Text a librarian your question by sending a message to 265010. Be sure to include AskRefIM at the beginning of your message.
- 5) Lastly, you can call the Reference Desk with your research questions at 302.831.2965

Remember: spend no more than 20 minutes in frustration when conducting research. The librarians are accessible and are **always** willing to assist you!