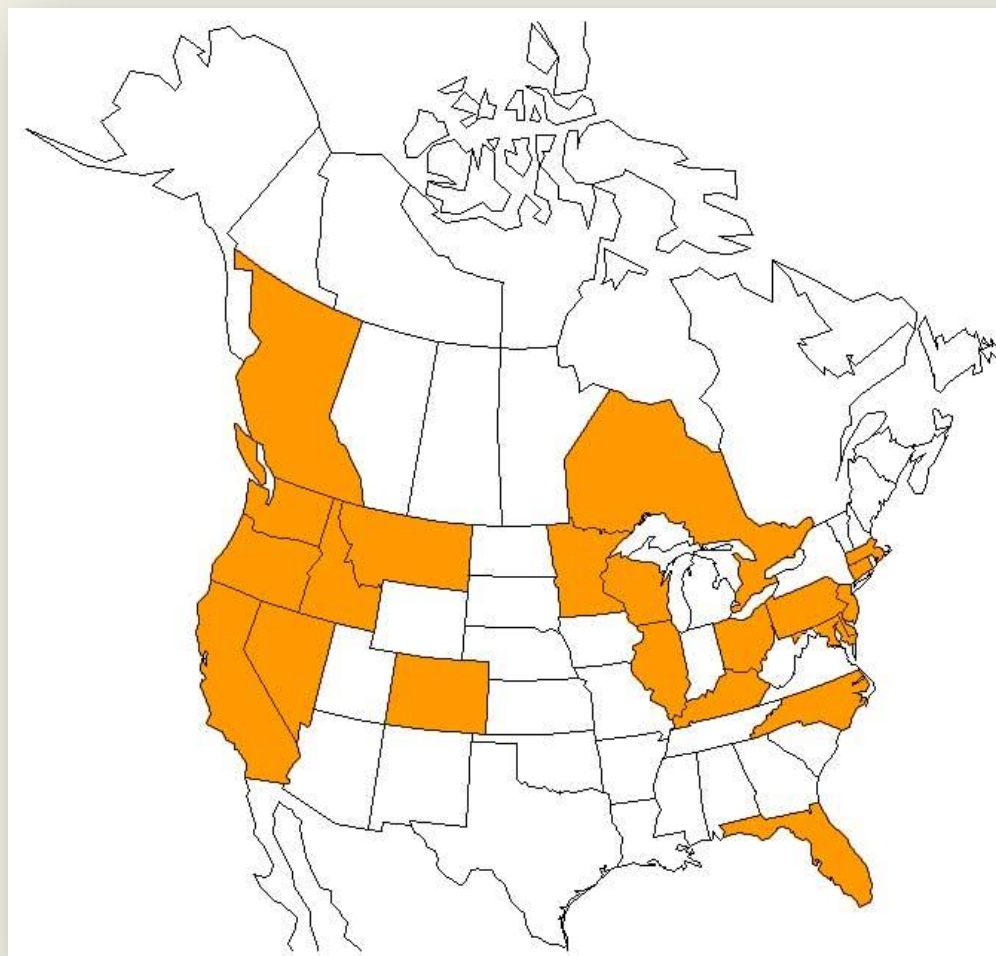


Rapide et efficace

La référence virtuelle gagne du terrain



Les Services de référence un avenir incertain

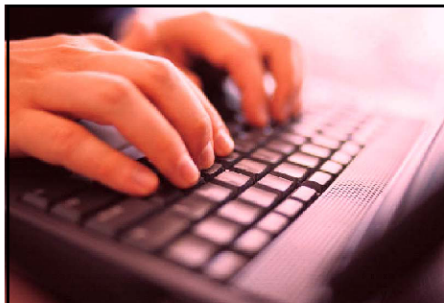
- Baisse de fréquentation
 - Réduction de 22% à 42% de questions de référence dans les bibliothèques universitaires américaines
 - Changement du rapport bibliothèque – étudiant
- Internet est sans question la première choix des usagers
 - Facilité et rapidité dans la recherche de l'information
 - Guichet unique – communication, commerce, nouvelles, jeux, loisir, recherche
- Ressources de bibliothèques en-ligne
 - Accessible en tout temps sans intermédiaires
 - Technologies web
- Clients à rejoindre
 - Écarts de compétence

Les Services de référence

Changements en cours

- Création d'outils de recherche et communication
 - Guides thématiques, blogues, fils de syndication(RSS)
- Transformation de la formation documentaire
 - Culture d'information, formation intégrée
 - Bibliothécaires en classe, présence en didactiel
 - Tutoriels, baladodiffusion
- Services personnalisés
 - Consultation par rendez-vous
 - Spécialistes
- Services à distance
 - Courriel, chat , messagerie instantanée, messagerie SMS

Le service de référence virtuelle à Concordia



chat with a
librarian

Get research help online!

Monday - Thursday **11 am to 7 pm**
Friday - Sunday **1 pm to 5 pm**

<http://library.concordia.ca/help/questions/>

Le service de référence virtuelle à Concordia

- Projet pilote en 2003
- Question Point et défis technologiques
- Personnel et formation
- Normalisation du service
- L'usage et développement
- Alternatives
 - La messagerie instantanée et le logiciels libre
 - Les services coopératives



LA RÉFÉRENCE VIRTUELLE PAR MESSAGERIE INSTANTANÉE (IM)

Le Quoi, le Pourquoi, et le Comment?

PRÉOCCUPATIONS AVEC LES LOGICIELS DE RÉFÉRENCE VIRTUELLE

- Coûts
- Lenteurs
- Problèmes techniques
- Formation des bibliothécaires
- Où sont les jeunes d'aujourd'hui?...



MESSAGERIE INSTANTANÉE: LE COMMENT



The image shows a screenshot of the Windows Live Messenger application. On the left is the sign-in screen with fields for 'E-mail address:' and 'Password:', a 'Status' dropdown set to 'Online', and checkboxes for 'Remember me', 'Remember my password', and 'Sign me in automatically'. A 'Sign in' button is at the bottom. In the center is the 'msn Messenger' contact list window, showing categories like 'Coworkers (1/4)', 'Family (1/1)', 'Friends (0/4)', and 'Other Contacts (14/89)'. A red arrow points from the top of this window to the main application window. On the right is a 'Robert Conversation' window showing a chat history with messages from 'Robert' and a text input field with 'Send' and 'Search' buttons. A red arrow points from the contact list to this conversation window. At the bottom of the contact list is a search bar and the 'msn Messenger' logo.



MESSAGERIE INSTANTANÉE VS LOGICIELS DE RÉFÉRENCE VIRTUELLE

IM et/ou Widget	IM + LRV	LRV
AB: University of Calgary	AB: University of Alberta	AB: University of New Brunswick
MB: University of Winnipeg	ON: University of Guelph	ON: Brock University
NB: Mount Allison University		ON: University of Windsor
NL: Memorial University		QC: Concordia University
ON: Carleton University		QC: McGill University
ON: Queen's University		
ON: McMaster University		
ON: University of Toronto		
ON: University of Waterloo		
SK: University of Saskatchewan		
SK: University of Regina		

MESSAGERIE INSTANTANÉE: EXEMPLE D'UN SERVICE

The screenshot displays the University of Waterloo Library website. At the top left is the University of Waterloo logo. To the right, there is a search bar with the text "Library Web site" and a "Search" button. The main heading "the Library" is positioned on the right side. A left-hand navigation menu lists various services: TRELIS Catalogue, Resources for Research, Services, About Us, Ask a Librarian, Help & Instruction, Connect from Home, Site Index, and Library Home. The "Ask a Librarian" section is highlighted with a dark red header. Below this header, there are two main service options: "IM a Librarian" and "skype a Librarian", both available from Monday to Friday, 12 noon to 4 pm. The IM section lists contact methods: libchat@library.uwaterloo.ca, uwlibchat@gmail.com, uwlibchat (via Yahoo), and uwlibchat (via AIM). The Skype section includes buttons for "Add me to Skype", "Call me!", and "Chat with me". Below these, there are links to "Contact your Subject Librarian", "Email your questions" (with a link for "Architecture questions"), and "Phone | Visit (check Information Services Hours)".

UNIVERSITY OF Waterloo

Library Web site Search

the Library

TRELIS Catalogue

Resources for Research

Services

About Us

Ask a Librarian

Help & Instruction

Connect from Home

Site Index

Library Home

Ask a Librarian

IM a Librarian | Mon-Fri, 12 noon - 4 pm

libchat@library.uwaterloo.ca

uwlibchat@gmail.com

uwlibchat

uwlibchat


skype a Librarian | Mon-Fri, 12 noon - 4 pm

[Contact](#) your [Subject Librarian](#)

[Email](#) your questions | [Architecture questions](#)

Phone | Visit (check **Information Services Hours**):

AVANTAGES DE LA MESSAGERIE INSTANTANÉE

- Coûts
- Rapidité
- Voix sur IP (VoIP)
- Formation
- Familiarité 
- Présence

Lupien & Oldham (2008):

Utilisation:

- 93% utilisent la messagerie instantanée
 - Plusieurs fois par jour: 25%
 - Plusieurs fois par semaine: 36%

Utilisation pour des travaux en équipe:

- Tous les projets: 16%
 - Plusieurs projets: 37%
 - Quelques projets: 31%
 - Jamais: 16%
- 68%

Est-ce que vous faites vos devoirs ou de la recherche pour vos cours en même temps que vous clavardez:

- Fréquemment: 46%
 - Parfois: 41%
 - Rarement: 9%
 - Jamais: 2%
- 87%

MESSAGERIE INSTANTANÉE: LOGICIELS MULTI-PROTOCOLES

The screenshot shows the Meebo website interface. At the top left is the Meebo logo, and at the top right are navigation links: [produits](#), [about us](#), [communauté](#), [vie privée](#), [blog](#), [aide](#), and a speaker icon. Below the logo is the tagline "instant messaging everywhere".

The main content area is divided into several sections:

- aim**: Includes a yellow stick figure icon, a text input for "identification", a password input for "mot de passe", and a link for "mot de passe perdu ?".
- yahoo!**: Includes the Yahoo! logo, a text input for "identification", a password input for "mot de passe", and a link for "mot de passe perdu ?".
- google talk**: Includes the Google Talk logo, a text input for "identification", a password input for "mot de passe", and a link for "mot de passe perdu ?".
- msn**: Includes the MSN logo, a text input for "identification", a password input for "mot de passe", and a link for "mot de passe perdu ?".

At the bottom left, there is a section for "plus de réseaux:" with icons for a flower and a lightbulb, and a checkbox for "se connecter en mode 'invisible'" next to a "Connexion" button.

On the right side, there is a larger login form for **meebo** with the Meebo logo, a text input for "identifiant" (containing "dend01"), a password input for "mot de passe" (filled with dots), a link for "mot de passe perdu ?", a checkbox for "s'en souvenir", and a "Connexion" button.

Below the Meebo login form, there are two bullet points:

- Sign on to your IM accounts from anywhere.
- No downloads and it's free.

At the bottom right of this section is a "Sign up now!" link.

<http://www.meebo.com>



MESSAGERIE INSTANTANÉE: LOGICIELS MULTI-PROTOCOLES

The screenshot displays the Meebo website interface. At the top left is the Meebo logo. Below it, a user profile section shows a penguin icon and the text "Bienvenue dend01" and "Vous êtes connecté". A list of contacts includes "dend01", "dend014", and "danielle". A sidebar on the left offers a "Convier un ami dans" section with a smiley face icon and a "plus d'options" link.

The main content area features a navigation bar with "comptes", "préférences", and "widgets 'meebo me'". A modal window titled "Bienvenue sur Meebo !" is open, showing account management options. The modal has tabs for "Comptes" (selected), "Préférences", and "meebo me !". The "Comptes" tab contains a welcome message: "Bienvenue sur vos comptes meebo" and "Regroupez tous vos comptes de messagerie en un seul endroit. Ajoutez ou configurez un compte ci-dessous." Below this, two accounts are listed:

Account	Se connecter au démarrage	Se connecter en mode "in..."	Action
dend014	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Supprimer
dend01@hotmail.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Supprimer

At the bottom of the modal, the "Ajouter un compte" button is circled in red. Below the modal, a "liste des contacts" window is partially visible, showing a list of email addresses: "rastabouddan@hotmail.com", "robnowak@hotmail.com", "sourissimo52@hotmail.com", and "sportschick_17@hotmail.com". At the bottom right of the main interface, there are "Connexion" and "Déconnexion" buttons.

MESSAGERIE INSTANTANÉE: WIDGETS

UNIVERSITY OF Waterloo

Library Web site Search

the Library

TRELLIS Catalogue

Resources for Research

Services

About Us

Ask a Librarian

Help & Instruction

Connect from Home

Site Index

Library Home

Ask a Librarian

 **a Librarian** | Mon-Fri, 12 noon - 4 pm

 libchat@library.uwaterloo.ca

 uwlibchat@gmail.com

 uwlibchat

 uwlibchat

 **a Librarian** | Mon-Fri, 12 noon - 4 pm

 [Contact](#) your [Subject Librarian](#)

 [Email](#) your questions | [Architecture questions](#)

 **Phone** | **Visit** (check [Information Services Hours](#)):

IM a Librarian

 uwlibchat is online




Type **here** and hit enter to send a private message.

edit nickname: Danielle

 [get meebop](#)



MESSAGERIE INSTANTANÉE: WIDGETS



Catalog of the Baylor University Libraries

Campus Libraries Books, Articles & More Research Help Services About Us

Advanced Keyword Search

Type the WORD(S) you want, set the LIMITS you want, then click the Submit Search button.

[Examples](#)

Language:
English
French
German
Italian

Material Type:
ABL ARTICLES
ARCHIVE
AUDIO (OTHER)
AUDIOCASSETTE


Location:
Armstrong Browning Lib
Baylor Coll Political Mat
Crouch Music/Fine Arts
Church-State Research Cen

Search and Sort:

Year of publication: After and Before


Can't find what you are looking for?

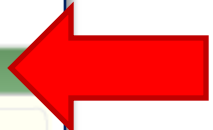
Ask here for help

 **BaylorLibrarian is online**


Type **here** and hit enter to send a private message.

edit nickname: Danielle

 [get meebop](#)



MESSAGERIE INSTANTANÉE: WIDGETS



CLUES Library Web Site All Concordia

Keyword Search

Library Home Login to MyCLUES Hours A-Z Index Contact Us Find Books, articles ... » Quick Links »

Research Guides by Subject

You are here: [library home](#) ▶ [research guides by subject](#) ▶ [arts & science](#) ▶ [chemistry & biochemistry](#)


Chemistry and Biochemistry Research Guide

SUBJECT LIBRARIAN

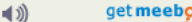
Danielle Dennie
Vanier Library, Room 127.03
848-2424 ex. 5237
danielle.dennie@concordia.ca

Chat with Danielle, (if she's online)
It may be slow to show **ONLINE** status.
If OFFLINE, please leave email where I can contact you.

Chat

 Danielle is online

Type **here** and hit enter to send a private message.
edit nick: Danielle



[Chat privacy statement](#)
[Click Here to take survey](#)

ARTICLES AND MORE...

Major databases:

- [SciFinder Scholar](#) (Chemical Abstracts)
- [Web of Science](#)
- [PubMed](#) (Medline)
- [More...](#)

Other online resources:

Find **resources** such as [articles](#), [methods](#), [encyclopedias](#), [theses](#), [e-books](#), and [patents](#).

Citation guide:

ACS Style Guide [online](#) (PDF) or [in print](#) at the Vanier Library Reference Desk (QD 8.5 A25 1997).

ENCYCLOPEDIAS, HANDBOOKS...

- [Chemistry & Biochemistry](#) (PDF)
- [Organic Chemistry](#) (PDF)
- [Spectra](#) (PDF)

SOURCES OF INFORMATION ON...

- [Spectra & Properties](#)
- [The Elements](#)
- [Enzymes](#)
- [Synthesis & Reactions](#)
- [Toxicology](#) (including [MSDS](#))

TIPS FOR COURSES


- [CHEM 208](#): Chemistry in our Lives
- [CHEM 235](#): Physical Chemistry II
- [CHEM 324](#): Organic Chemistry III
- [CHEM 327](#): Organic Chemistry of Polymers
- [CHEM 470](#): Environmental Biochemistry

CHEMISTRY WEBSITES

Recent sites found surfing:

- [Mass Spectrometry Tools & Links](#)
- [Open Science Directory](#)
- [Protein Purification Handbook](#)


NEW CHEMISTRY BOOKS

 [New Chemistry Books in the library](#)

- [Thermodynamics : principles characterizing physical and chemical processes / J.M. Honig](#) (29 April, 2008)
- [The naphthrydines / D.J. Brown](#) (29 April, 2008)

See also: [all new books](#) in library, by subject.

SCIENCE NEWS

 [Science & Engineering News](#)

- [Complete work of Charles Darwin online](#) (23 April, 2008)
- [McMaster FIB microscope tattoos hair](#) (08 April, 2008)
- [The Prokaryotes online](#) (04 April, 2008)

FACULTY PUBLICATIONS

Discover the [latest articles](#) published by members of the departments of Biology, Chemistry and Physics.

PROJECT DART

[Project DART](#) is an article delivery service for faculty members and graduate students.

- [Connect to CISTI Source](#)

MESSAGERIE INSTANTANÉE: WIDGETS



Habla

[Sign up!](#) | [Blog](#) | [Forum](#) | [Feedback](#) | [Help](#) | [Log in](#)

Habla for Libraries

Hab.la for Libraries

Hab.la now has [special features](#) created especially for libraries! Connect with your patrons via the web with the most powerful, customizable, and cheapest (Free!) chat solution around: Hab.la!

[Sign up!](#)

Benefits

- **Convenient**

Chat directly from standard IM clients like [Adium](#), [Pidgin](#), [iChat](#), and even through your web browser using [Meebo](#).

- **Persistent Conversations**

Continue a conversation as a patron moves throughout your site assisting them along the way. You can even point a patron to links outside your site (ie Google) and continue to offer them support.

- **Customizable**



Like a s
librarian
local lib
unobtru
politely

Hab.la Demo: Try Me!

This is a habla window, it is what your visitors will see on your site. No operators are currently available, so if you need help try our [Forum](#).

Say:

FREE CHAT BY [HAB.LA](#) | [FEEDBACK](#)

MESSAGERIE INSTANTANÉE: WIDGETS

libraryh3lp

open-source web chat for libraries

SUNDAY, MAY 11, 2008

➔ New controls for your patrons

We have two new features that are really for patrons.

The first is a control to play a sound when the librarian sends a new message. We're hoping this will help usability and accessibility. If you and the patron are off working in separate windows while researching a question, the patron can be alerted when you send a new message. The sound alert is currently off by default, but you, as the creator of your widget, can use The Configurator to turn it on by default if you wish. The sound alert requires the patron's browser to have a Flash plugin; we tried using a wav file instead, but it was not as portable. The chat itself still only requires Javascript and will work just fine without Flash. In web browsers without a Flash player, a message that sound requires Flash displays instead of the "turn sound on" control.

The second new feature is a "pop out" option intended for users of embedded widgets. This turns an embedded widget into a standard little pop-up window. This should help patrons who are trying to have detailed reference interactions in small embedded widgets. The pop up window can then be resized as needed, and the chat history can conveniently stay open in its own window if the patron wants to refer

Contributors

➔ [Pam Sessoms](#)

➔ [Eric Sessoms](#)

Talk



The screenshot shows a chat window with a title bar that says "Unavailable". Below the title bar is a large empty rectangular area. At the bottom of the window, there are two links: "turn sound on" and "pop out". Below these links is a text input field containing the text "Type here to chat." and a small square button with a downward-pointing arrow.

<http://libraryh3lp.blogspot.com>

MESSAGERIE INSTANTANÉE: WIDGETS

Research Guides by Subject

You are here: [library home](#) ▶ [research guides by subject](#) ▶ [arts & science](#) ▶ [physics](#)

Physics Research Guide

SUBJECT LIBRARIAN

Danielle Dennie

Vanier Library, Room 127.03

848-2424 ex. 5237

danielle.dennie@concordia.ca

Contact your subject librarian for reference assistance, for library instruction, or to recommend books.

Physics librarian

Chat Not Available

Your Question/Message

Send



LIBRARY SOURCES

Major Databases:

- [INSPEC Web](#)
- [Web of Science](#)

[Databases recommended for Physics research](#) are accessible via the Concordia Libraries Database Finder.

Reference Sources In...

- [Sources in Physics](#) (PDF)
- [Chemistry & Biochemistry](#) (PDF)
- [Biology](#) (PDF)

WEB SITES

- [Preprint Servers](#)
- [General Physics Web Sites](#)
- [Specialized Physics Web Sites](#)
- [OpenCourseWare](#) - free lectures & course material

Recent sites found surfing:

[Open Science Directory](#)

[Writing Guidelines for Engineering and Science Students](#)

[SciLink.com - Science Connected](#)

FACULTY PUBLICATIONS

Discover the [latest articles](#) published by members of the departments of Biology, Chemistry and Physics.

Les services de référence virtuelle coopératifs

- Regroupement de bibliothèques
Personnel, heures de service
- Financement
Distribution de couts, subventions
- Infrastructure
Collaboration régional, organisations établis
- Grassroots
Nouvelle génération, expérimentation, enthousiasme

askaway...

Real people. Real help.



Supported by the
Government of British Columbia
and Libraries across British Columbia



BRITISH
COLUMBIA
The Best Place on Earth

For students & faculty at BC colleges and universities

Find your library in the list below and click the link. Librarians are available to chat online and help you find library and online resources on your research topic.

British Columbia Institute of Technology

[Camosun College](#)

Capilano College

College of New Caledonia

College of the Rockies

[Douglas College](#)

[Emily Carr Institute of Art & Design](#)

Justice Institute of British Columbia

Kwantlen University College

Langara College

Malaspina University College

Nicola Valley Institute of Technology

North Island College

Northern Lights College

Northwest Community College

Public Libraries

Find your public library in the list below and click the link. Librarians are available to chat online and answer your questions.

If your library is **not** on the list below, *British Columbians* can [ask a question here](#).

Alert Bay Public Library

Beaver Valley Public Library

Bowen Island Public Library

Burnaby Public Library

Burns Lake Public Library

Cariboo Regional District Library

Castlegar & District Public Library

Chetwynd Public Library

[Coquitlam Public Library](#)

Cranbrook Public Library

Creston Public Library

Dawson Creek Municipal Public Library

Elkford Public Library

[Fernie Heritage Library](#)

Fort Nelson Public Library



Welcome to askON

finding 2 much of the wrong info?

chat live online with askON's expert staff. We will help you find the right information.

askON is a real-time chat research and information service developed by libraries and Ask Ontario. Ten public and seven post-secondary libraries contribute staff to askON's schedule.

askON responds to questions on a wide range of subjects. We accept requests from visitors outside participating libraries but we may, depending on the availability of resources,

Participating Public Libraries

- Middlesex County Public Library ▲
- North Bay Public Library
- Stormont Dundas & Glengarry County Library
- Vaughan Public Library
- Welland Public Library ▼

Service Hours
Mon.-Thurs. 1-8pm
Fri.-Sun. 1-5pm

Revised hours
Mon.-Thurs. 1-8pm
Fri. & Sat. 1-5pm
Sunday service resumes in September



Participating Academic Libraries

- Algonquin College ▲
- George Brown College
- Lakehead University
- Mohawk College
- Ryerson University ▼

Service Hours
Mon.-Thurs. 11-10pm
Fri.-Sun. 11-5pm

Summer Hours in effect
April 14 - Aug. 8
Mon - Fri: noon-4pm
Closed Aug. 11-Sep. 5
Regular schedule resumes
Sep. 8, 2008



Ask Ontario is a project of Knowledge Ontario.

For more information contact ask@askon.ca
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AST - CBU - Dal - MSVU - NSAC - NSCAD - NSCC - St. FX - SMU - UKing's

About Us

Public

Members

System

Welcome to Novanet...

...libraries working together to bring the best of their resources
and services to the Nova Scotia academic community



Novanet Libraries



CHAT NOW

system
status



We provide an integrated catalogue and library management system as well as
cooperative action in collection development and document delivery.

[Comments?](#)

[Text-Only Menu](#)

Québec

- Groupe de travail sur la référence à distance (CREPUQ)
- Projets pilotes
- Absence de contrôle de communication en français avec Question Point
- Déceptions technologiques

Perreault et Tardif. Un service de référence virtuelle pour les bibliothèques universitaires québécoises? Les aléas d'un projet ambitieux. Argus, 36(2), automne 2007, p. 5-7

[about
US](#)[how it
works](#)[our
libraries](#)

Connect directly to expert librarians in the following areas:

 General Questions

 Un/a Bibliotecario/a
Hispanohablante

 Medical Librarian

 Law Librarian

 Business Librarian

AskNow provides immediate and reliable information from librarians throughout California 24 hours a day, 7 days a week."

To chat with a librarian, click on "Start Now".

For more information on this service, see [How it Works](#).

If you have a question related to your local public library or your library record, you may receive a quicker response by calling or visiting the library. See [Our Libraries](#) for contact information.



©2003, AskNow. All rights reserved.
[Privacy Policy](#)
[For Librarians](#)

A project of the [Metropolitan Cooperative Library System](#), supported by Federal LSTA funding, administered by the CA State Library.





Welcome to Maryland AskUsNow!

AskUsNow! is a live online interactive service available 24 hours a day, 7 days a week that uses the expertise of librarians to provide answers to questions, research guidance, and help navigating the internet. AskUsNow! is a cooperative service of Maryland libraries.

Expand your resources! Choose your library below to be connected to an information expert now! [Why should I select my library?](#)

Click on your library to get started:

Academic Libraries

- [Allegany College of Maryland](#)
- [Anne Arundel Community College](#)
- [Baltimore City Community College](#)
- [Baltimore Hebrew University](#)
- [Bowie State University](#)
- [Carroll Community College](#)
- [Cecil Community College](#)
- [Chesapeake College](#)
- [Columbia Union College](#)

Public Libraries

- [Allegany County Library System](#)
- [Anne Arundel County Public Library](#)
- [Baltimore County Public Library](#)
- [Calvert Library](#)
- [Caroline County Public Library](#)
- [Carroll County Public Library](#)
- [Cecil County Public Library](#)
- [Charles County Public Library](#)
- [Dorchester County Public Library](#)





L-net: Oregon libraries network

L-net is an online reference service provided by Oregon's libraries. You may chat live with a librarian or e-mail us your question.

Chat live with a librarian 24/7

or try L-net for **Kids and Teens**

Also see our **homework resources**

or **Colleges and Universities**

Not sure? View our **demonstration** of live chat.

E-mail your question any time.

We promise to respond within two working days. Usually, it only takes **24 hours**.

Libraries may pass on difficult reference questions to us.

Find online resources librarians use to answer questions, or find just the answers.

sites answers

Your privacy is safe with us.

We do not sell or share your e-mail address or send you anything besides answers to your questions. [More...](#)



Got a Question? Get a Live Answer.

Click here to see the winners of the QandANJ.org YouTube video contest!



Friend us! [MySpace](#) or [Facebook](#)

Questions on any topic:



Don't search... Find. Connect online with a real librarian -- one-to-one in real-time -- for help with any topic or information need.

Available 24/7!

[Who are we?](#)
[Browser Requirements](#)

College students:



Need research help? A librarian from one of our participating college and university libraries is online to help you.

Available 24/7!

If you are not a college student, please use the Questions on Any Topic button at left.

AskNow

[About us](#) [For students](#) [How it works](#) [Contact us](#)

Welcome to AskNow
Information professionals
are waiting online to help
with your query.



Available

Monday–Friday
9am–7pm (AEST)

We welcome your
[feedback](#).

Brought to you by the



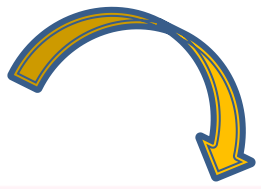
NATIONAL
LIBRARY
OF AUSTRALIA

AskNow is a service of [National and State Libraries Australasia \(NSLA\)](#) in partnership with public libraries.

[Skip Navigation]

People's Network Home | About us | Contact us | Sit


People's Network



Online Services from Public Libraries:


Find a Library

? Enquire



your questions answered in real-time by real people

! Discover



A mix of images, websites, news and more...

C Read



explore books and reading and share them with others

> [Where should I start?](#)

> [What's this site for?](#)




National Year of Reading 2008....

Whether it's film scripts or manga, sci fi or song lyrics, everyone can join in and

- > [read more](#)
- > [Tell us](#) what you think about libraries and help make them even better!
- > [Other features](#)



[Chat](#) [E-post](#) [SMS](#) [Arkiv](#)[Om Biblioteksvar](#) 

Lurer du på noe?

Prøv Biblioteksvar! Bibliotekarer fra over 50 bibliotek over hele landet hjelper deg med å finne den informasjonen du er på jakt etter. Kontakt ditt lokale bibliotek når du lurer på om en bok er inne, eller har spørsmål om reserveringer eller åpningstider.



Chat

Mandag–torsdag kan du chatte med Biblioteksvar kl. 10.00–16.00 og få hjelp med en gang. Fredager åpent 10.00–15.30.



E-post

Send spørsmål hele døgnet og få svaret på e-post i løpet av påfølgende arbeidsdag.



SMS

Få svar på dine faktaspørsmål direkte til mobiltelefonen! Send svar og det du vil spørre om til 1980.





Vi hjälper dig att hitta svar!

Bibliotekarier från både folk- och forskningsbibliotek över hela landet hjälper dig att hitta bra informationskällor, tipsar om litteratur och webbsidor och ger vägledning.

Vill du veta mer om Fråga biblioteket?
[läs här >>](#)



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[Prequnte a la biblioteca »](#)

[Kysy kirjastosta »](#)

[Interrogez la bibliothèque »](#)

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[Frage die Bibliothek »](#)

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[Pitaite knjižničare »](#)

[از کتابخانه بپرس »](#)

[اسأل المكتبة »](#)

Fråga biblioteket samarbetar med

Vet ni någon bra sida på nätet som handlar om de sju underverken?
 Helst på svenska och med mycket text.

CHATT Chatta och sök tillsammans med en bibliotekarie.

FOLKBIBLIOTEK

För skolelev, gymnasieelev och allmänhet

FORSKNINGSBIBLIOTEK

För högskole- och universitetsstudenter

TEKNIKIBIBLIOTEK

För studenter vid tekniska högskolor

Minst en chatt är
 öppen vardagar
 9-21, samt
 helger 13-17.

E-POST Skicka en e-postfråga. Vi svarar senast nästa arbetsdag.

Fråga

E-post

Bibliotek - välj här -





Vraag het al@din

Mijn al@din

Hoe werkt al@din

Hersenkrakers

Colofon

Contact

Jeugd

Chat

**Welkom bij al@din,
de persoonlijke vragendienst van de openbare
bibliotheeken.**

Al@din beantwoordt vragen over alle denkbare onderwerpen. Voor informatie over welke vragen al@din wel of niet kan beantwoorden, zie [Hoe werkt al@din](#).

Zo werkt het!

Typ uw vraag (max. 1 vraag per keer) in en klik dan op "Is mijn vraag al eerder gesteld?" Onderin zullen alle relevante antwoorden op eerder gestelde vragen verschijnen. Zit het antwoord op uw vraag daar niet bij? Klik dan op "Ik wil mijn vraag versturen". U ontvangt binnen 1 tot 5 werkdagen antwoord per e-mail.

Als 'Chat beschikbaar' is, kunt u uw vraag rechtstreeks via chat aan een bibliothecaris stellen en op de knop 'Verzenden' klikken. Geef indien nodig F11 voor een volledig scherm.

Vraag van de week

**Wie was de laatste echte
'koningin-moeder' van ons
land?**



De enige officiële Koningin-moeder die Nederland heeft gehad is Emma, de moeder van Wilhelmina. Zij kon deze titel ook na het aantreden van Koningin Wilhelmina behouden, omdat zij geen staatshoofd is geweest, maar regentes.

Bronnen: G. Oonk (red.), Wie weet waar Willem Wever woont deel 1 (Kampen 1991)
<http://www.volkscultuur.nl/>

Typ hier uw vraag...

Is mijn vraag al eerder gesteld?

Ik wil mijn vraag versturen



Al@din
Chat beschikbaar

Uw vraag/bericht

Verzenden

Bulletin Bpi : votre avis, vos envies. Remplissez le questionnaire !



Recherche au catalogue

BiblioSés@me : posez vos questions ! Publics handicapés

- Infos pratiques
- Recherche documentaire
- Agenda culturel
- Publications
- Espace Professionnel

Bibliothèque Centre Pompidou publique d'information



Les Éditions du Seuil : visitez l'exposition en ligne !



Infos pratiques



Recherche



Agenda



Publications



Espace Pro

Plan du site

- Marchés publics
- Offres d'emploi
- Contactez-nous
- RSS / Lettre d'info.

OFFRES D'EMPLOI : postes disponibles

JOURNEE D'ETUDE AUTOFORMATION Mardi 13 mai 2008 Programme et inscription

Cinéma du réel

Avec le soutien de SAMSUNG

Portrait sommaire de l'utilisateur virtuel

- Fréquentation
- Transcription
- Sondage
- Commentaires

	Appels	Ratio
Concordia 09/07 – 03/08	1,709	1.38
BC Ask Away 10/07 – 04/08	25,000	(1.25)
QandANJ 10/01 – 12/06 moyenne/mois	248,220 4,567	
Ask Now Australia Moyenne/annuelle	31,127	
Biblioteksvar Moyenne/mois	2,000	

Portrait sommaire de l'utilisateur virtuel

Fantastic knowing that a human was helping me!

Incredible resource, gave me info I couldn't find myself by web search. I will definitely use again, and very much appreciate the trouble free and friendly nature of this service.

Absolutely great, I just had my tonsils taken out so I can't speak. It allowed me to get the information I wanted! Thanks! (Concordia)

It just takes a while to load...but it is very helpful!!!(Concordia)

L'avenir de la référence nous appartient, à nous de la bâtir!

- Renaissance de la référence
- S'appropriier les technologies émergentes
- Soutenir l'approche coopérative
- Promouvoir les services de référence

Merci!

- Joseph Blonde
 - joseph.blonde@concordia.ca
- Danielle Dennie
 - danielle.dennie@concordia.ca