

Library

UM-Helena College of Technology

Chat Reference Procedures

Ask UMH Library

Ask UMH Library is an online chat reference service offered by the UM-Helena Library.

Who can use Ask UMH Library?

Ask UMH Library is available primarily for University of Montana, Helena College of Technology students, faculty and staff. Community members are welcome to use Ask UMH Library for UMH or library specific questions.

What type of help can I get from Ask UMH Library?

We are able to assist you with finding appropriate books, journal articles, movies, and Web sites for your assignments. Additionally, we can offer information about the library in general such as its collection and policies. The service that you receive from the Ask UMH Library service is equal to coming in to the reference desk at the library. Ask UMH Library cannot offer medical, legal or financial advice and cannot provide assistance with proof-reading.

Hours

Ask UMH Library is available:
Monday – Thursday 8:00 – 6:00
Friday 8:00 – 5:00
Saturday – Sunday Closed

Staffing

Ask UMH Library is staffed by reference librarians and library assistants while they are at the reference desk. Some in-depth reference questions may require email responses. Additionally, for more detailed research questions, a [Book-a-Librarian](#) session might be more effective.

Chat Rules and Reminders

- All chat users must comply with the [UM-Helena Acceptable Use Policy](#).
- Be patient. A librarian will assist you as soon as possible.
- Use appropriate [chat etiquette](#). Inappropriate behavior is not tolerated and common courtesy is expected.
- Write clearly and in short sentences.

Ask UMH Library Privacy Policy

Chat transcripts are kept for up to one month and then permanently deleted. Any personal or identifying information is not retained. These transcripts are used for training, evaluation and statistical purposes only and will be kept exclusively for use by library staff. Ask UMH Library's chat provider is Meebo. If you have further questions, please consult their [privacy policy](#).

If you have any questions or concerns, please contact the library staff at 444-2743.