MANUAL
Instant Chat Box AskLive

1. When the AskLive Service is **online**, the chat badge or chat button is located at the bottom-right corner of the Library’s web page.

   - **Chat Badge**
     - Write your question and click “send”

   - **Chat Button**
     - Hit the chat button to chat with a Librarian

   **Chat Box**
   - Click to minimize the chat box
   - Displays the chat between you and the Librarian
   - Type your question to the Librarian and hit “enter” to send your message
   - Click “options” to:
     - mute or unmute chat sounds,
     - send the text thread to your email,
     - end the chat

2. When the AskLive Service is **offline**, the chat button is visible in the bottom-right corner of the Library’s web page.

   - **Librarian’s offline**
     - Click the button to open the AskLive chat box and leave a message for the Librarian
   - The Librarian is not available
   - Write your:
     - name and email
     - question
   - and hit “send message”