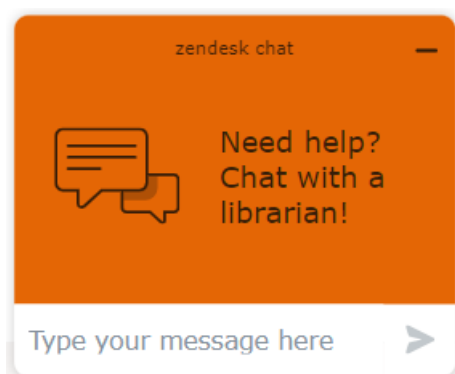


When AskLive Service is **online**, the chat badge or button is located at the bottom-left corner of the Library [website](#).

### Chat Badge

Write the question you want to address to the librarian and press "enter".

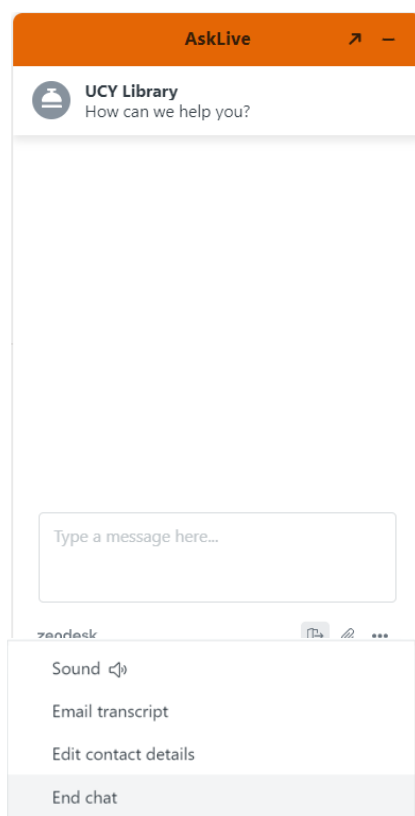


### Chat Button

Click on the button to instant chat with the librarian.



### Chat Box




Click to minimize the chat box.

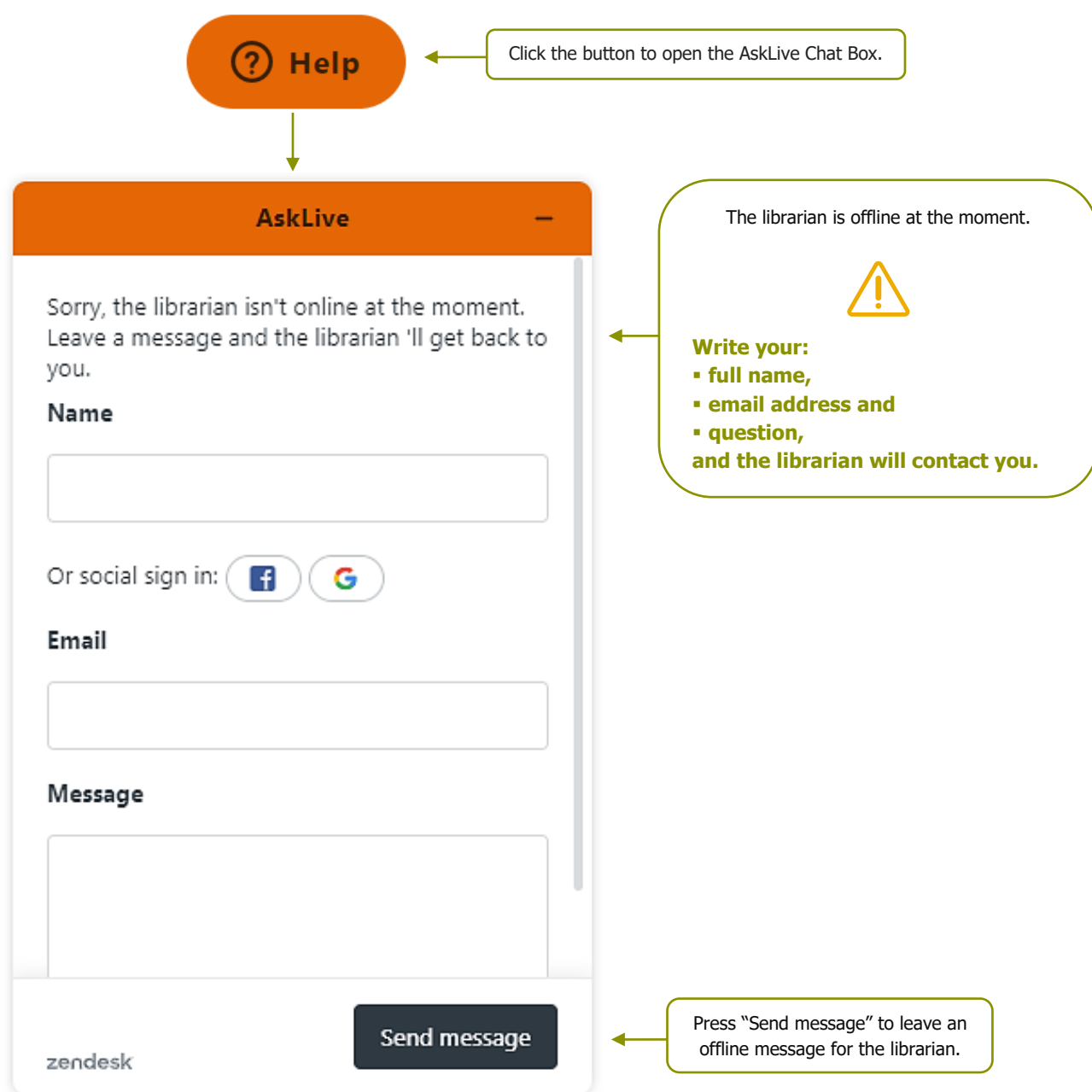
Displays the chat between you and the librarian.

Type your question to the librarian and press "enter" to send it.

Click "...":

- mute or unmute chat sounds,
- send the text thread to your email,
- enter or edit your contact information,
- end the chat.

When AskLive Service is **offline** the chat button  is visible in the bottom-left corner of the Library [website](#).



The diagram illustrates the AskLive chat interface and the steps to use it when the service is offline. It includes a 'Help' button, a chat box with a message about the librarian being offline, and a 'Send message' button. Arrows point from instructional text boxes to the corresponding UI elements.



**Help**

Click the button to open the AskLive Chat Box.

**AskLive**

Sorry, the librarian isn't online at the moment. Leave a message and the librarian 'll get back to you.

**Name**


Or social sign in:  

**Email**

**Message**

**Send message**

The librarian is offline at the moment.



**Write your:**

- full name,
- email address and
- question,

**and the librarian will contact you.**

Press "Send message" to leave an offline message for the librarian.

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