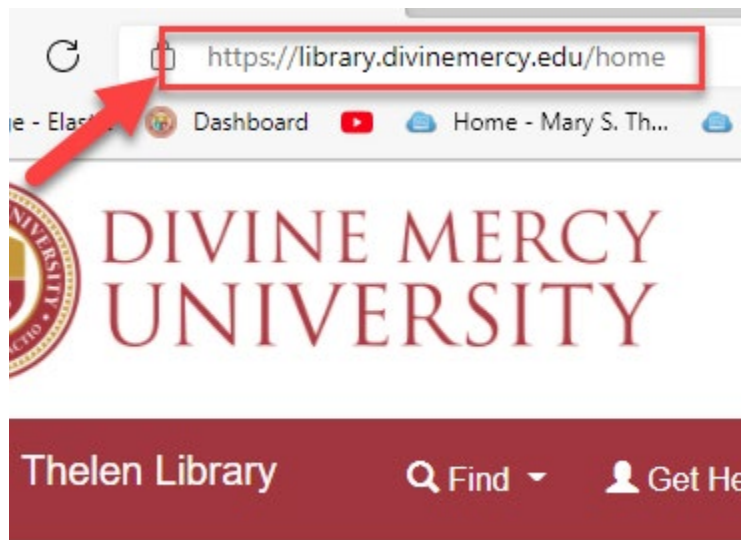


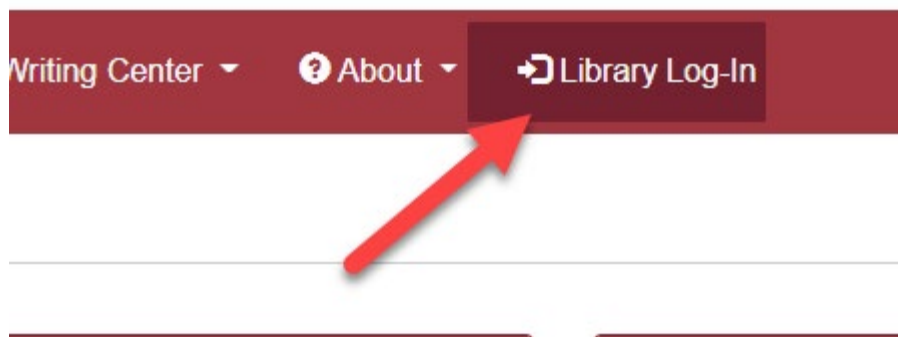
## Using the Chat System

The chat system lets you contact a trained librarian 24 hours a day, 7 days a week, for reference and research help. The following steps explain how to use the service.

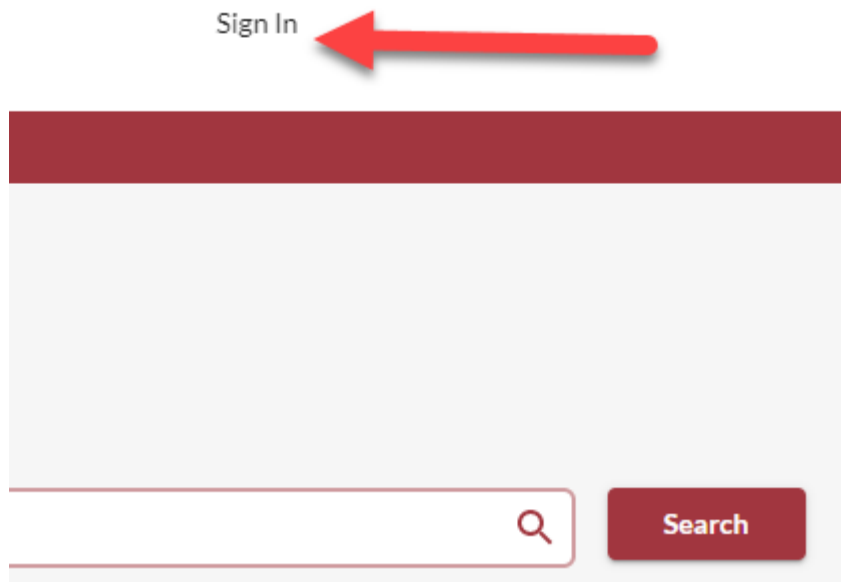
1. **First, navigate to the library home page at <https://library.divinemercy.edu>.** It is recommended that you create a bookmark or a favorite with this page so that you can return to it more easily. For assistance with creating a bookmark or favorite, please contact the library.



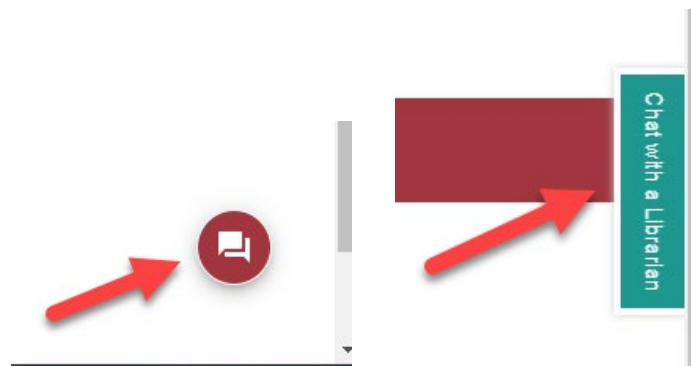
2. **It is best practice to sign into the library page and to your account. Click the Library Log-In button.** This will authenticate you to find resources. You will be directed to a search page after entering your barcode and password.

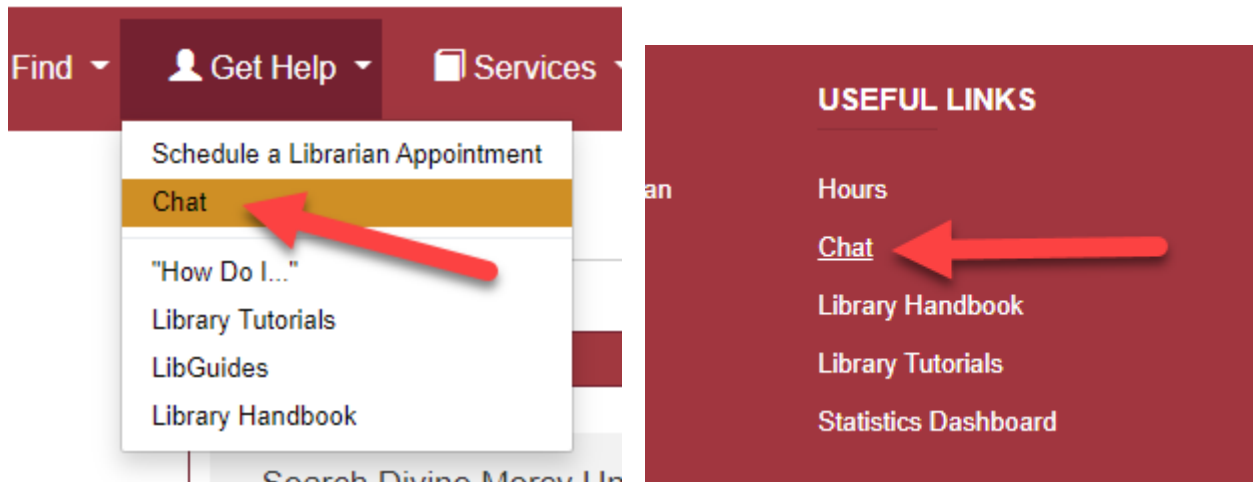


3. Click the “Sign In” link on the search page to access your account. This will enable you to make interlibrary loan requests.



4. Next, you can either click the round icon on the bottom right on the search page, or you can go back to the library website, and click the chat tab on the side, the Chat link under the “Get Help” menu, or the Chat link in the page footer. To go to the library website, click Resources and then select “Library Website”.





5. A pop-up box or page will open and will allow you to enter your name and a question. Therefore, it is important that you allow pop-up boxes to use the service.

Welcome to LibChat!

Name\*

Your Question\*

Start Chat

6. Enter in your information and click “Start Chat”. This will enable a chat session to start with the librarian.