

## Contact Your Librarian

This video will highlight a number of different ways you can get help with your library and research questions at the University of Waterloo.

We'll start from the library homepage located at [www.lib.uwaterloo.ca](http://www.lib.uwaterloo.ca)

From here, select the Ask a Librarian link, located 5<sup>th</sup> from the top under the left-hand navigation menu.

You'll now be on the Ask a Librarian page where you can access the library chat service. It's available from 12-4 pm, Monday to Friday, and is a handy way to ask a quick question.

You can access it via your own account on MSN, Yahoo, Gmail, or Skype using the library address found beside the relevant icon.

However, if you're online, the easiest way to use chat is simply to type your question in the box on the right side of the page.

The E-mail Reference Service is available to use at any time of day, however you should expect to wait about one business day for a response, excluding weekends and holidays. You can access this service by scrolling down this page and filling out the details of your question.

However, when you have a more specific question related to your research area, you'll get the best help by contacting your subject librarian directly.

Click on the Subject Librarian link and you'll be taken to a new page that lists the contact information for all the uWaterloo librarians.

The librarian's contact information is located to the right of their name, and a link to the library subject guide for each specific subject is found to the left.

Every faculty has their own subject librarian who is best able to answer questions about that field. Contact your librarian whenever you have a question.

Finally, you can also find help for your research questions at the Reference Desk located within each of the libraries. Librarians and library staff are happy to help!