

Launching of the Digital Reference Services (17/09/2007)

Dear All,

In a continuous effort to improve our user service, we are pleased to announce that the Library will launch Digital Reference Services w.e.f. 17th September 2007. This is a web-based service that enables users to chat with reference librarians online, ask questions by e-Form and search Global Knowledge Base to obtain the required information. The sub-systems involved are briefly outlined in the following:

1. **Real-time Reference** -- It let users chat with a librarian online and ask questions in real time. Service hours are as follows:

□ - Monday through Friday (except public holidays) 3:00 pm – 5:00 pm

2. **Enquiry e-Form** -- It allows users to send their enquiries to the Library by Enquiry e-Form. The librarian will reply by email in a timely manner.

3. **Global Knowledge Base** -- It enable users to search the information on their interested topics from the reference records accumulated by over 600 libraries in the world.

To access the above-mentioned services, please visit the "Reference Services (Ask a Librarian)" page at <http://library.umac.mo/services/reference/reference.html>.

Should you have any comments or suggestions about these new services, please feel free to send an email to lib_ref@umac.mo.

Thank you for your kind attention!

Regards,
UM Library