Instant Messaging Reference Service Policy

Who can use IM the Librarian?

IM the Librarian service is provided primarily for Dickinson College students, faculty, and staff. Other users are welcome to use IM the Librarian for questions dealing specifically with information about Dickinson College, as well as about the Library and its collections. Otherwise, we are happy to refer you to a service that might be more appropriate.

What kind of help is available from IM the Librarian?

IM the Librarian service is designed to handle questions typically asked at the reference desk, such as questions about finding information on a particular topic, journal citations, phone numbers, and definitions. Patrons asking questions that require in-depth research may be advised to visit the library in person. A reference librarian is always on call during the chat hours. IM the Librarian depends heavily on online resources; during chat we are unable to consult print materials in other parts of the Library's collections.

Help IM the Librarian cannot provide

While we will try our best to accommodate your requests, there are some we cannot, such as:
- Verification of incomplete citations that require searching through paper copies of books or journals.
- Requests for legal, medical, financial or tax advice.
- Any non-library related, personal communication or requests.

IM the Librarian Privacy Policy

Dickinson College Library is committed to protecting the privacy of our users. Information collected through our IM the Librarian service will not be shared with any third parties. No transcript will be saved or archived. We also advise the users of IM service not to send any confidential information because the program we use is a free, open resource and it is not encrypted.