



Instant Messaging (Libns)

April 2005

This pathfinder will be useful in finding information about libraries using Instant Messaging to enhance services to library patrons.

For an introduction to the topic, see:

- "Introduction to chat," by Susan Tenby. Web Junction article (March 2003)

Key Resources at a Glance:

- "IM me," by Aaron Schmidt and Michael Stephens. *Library Journal* (April 1, 2005) Using instant messaging in libraries--for reference, internal communications, etc.; includes Best Practices for IM.

Reference Background

- Webopedia: "instant messaging"
www.webopedia.com/TERM/I/instant_messaging.html
- Wikipedia: Instant Messaging
en.wikipedia.org/wiki/Instant_messenger
- "How Instant Messaging Works," by Jeff Tyson. (How Stuff Works website)
computer.howstuffworks.com/instant-messaging.htm

Resources

Books

- *Digital reference services*, by William A. Katz. (2003)

Magazine Articles

- "Instant Messaging: It's Not Just for Kids Anymore," by Marshall Breeding. *Computers in Libraries* (Nov/Dec2003)
- "The Reference Interview Online," by Jana Ronan. *Reference & User Services Quarterly* (Fall 2003)
- "Real-Time Chat Reference and the Importance of Text-Chat," by Steven Ovadia. *Reference Librarian*, (2002/2003 Issue 79/80)
- "Twenty Reasons for Teacher-Librarians to Love IM," by Stephen Abram. *MultiMedia & Internet @ Schools* (July/Aug. 2004)

Search Aids

Search Terms

(Use for computer searches)

- instant messaging
- instant messaging library

Subject Headings

(Use in card catalogs and print indexes)

- Instant Messaging
- Electronic Reference Services (Libraries)
- Subject heading

Call Number

- 004.692 (Dewey Decimal)
- TK5105.73 (Library of Congress)

Indexes and Abstracts

- EBSCOhost
- First Search
- Reader's Guide to Periodical Literature

Library catalogs

- Your local library catalog
- SILO - State-wide catalog
- World Cat - World-wide Catalog

Web Pages and Web Portals

- Library Support Staff.com: Virtual Reference (including instant messaging and chat)
www.librarysupportstaff.com/4chatinfo.html
- tech-learning: Using Instant Messenger Services
www.techlearning.com/db_area/archives/TL/2002/11/inservice.html
- Pew Internet and American Life Project: Instant Messaging, "How Americans Use Instant Messaging"
www.pewinternet.org/PPF/r/133/report_display.asp

** You can evaluate other resources using criteria at: www.THEpathfinderproject.org/evaluate.html **

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