

TECH TALK

Southwest Iowa Library Service Area



Instant Messaging

What is it?

Communicating in real-time over the Internet by typing text. Some services now also offer audio and video communication.

“Instant messaging requires an [instant messaging client](#) that connects to an instant messaging service. Instant messaging differs from [e-mail](#) in that conversations happen in real-time..”

—Wikipedia

How might libraries use it?

- Communication with colleagues and with LSA
- Virtual reference, “Ask a Librarian”
- Communication with teens, youth

Examples

St. Joseph County Library “Ask sjcpl”

<http://www.sjcpl.org/asksjcpl/asksjcpl.html>

Houston Community College Library

http://library.hccs.edu/learn_how/askalib.php

Tools

Yahoo IM)

<http://messenger.yahoo.com>

MSN Messenger (to republish feed)

<http://messenger.msn.com>

AIM

<http://aim.com>

Meebo

<http://www.meebo.com>

Trillian

<http://www.trillian.com>

Find out more:

Wikipedia: Instant Messaging

http://en.wikipedia.org/wiki/Instant_messaging

Instant Messaging: It’s Not Just for Kids Anymore (Computers in Libraries)

<http://www.librarytechnology.org/ltg-displaytext.pl?RC=10779>

Online Reference, on Library Success: A Best Practices Wiki

http://www.libsuccess.org/index.php?title=Online_Reference