

## How to ask the library a question using Chat

1. Chat can be accessed from any of the library webpages (e.g. <https://www.hope.ac.uk/gateway/students/libraryservices/>)
2. Click the chat icon at the bottom right-hand side of the page

### Library Services

Find out how to borrow books, search for relevant texts to support with your studies, and use the correct form of referencing. You'll also find details on who your subject librarian is, and how to book a session with an Academic Skills Mentor.



Opening hours and study spaces



Study support



Finding resources



Borrowing resources



Referencing help and other guides



Archives and Special Collections



Support for Postgraduate Researchers



Network of Hope



Disability support



- This opens the chat box. Enter your name, email address, and question and click "Start chat"

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Ask a Librarian

Your name\*  
Andrew Taylor

Your email\*  
taylora@hope.ac.uk

Your question\*  
What time does the Sheppard Worlock Library close today

**Start chat**

Minimize chat

- A member of library staff will respond

Home | Research | News | Events | About Us | Facilities

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Study support



Finding resources





Connected

07:52:12

Please wait... A librarian will connect shortly!

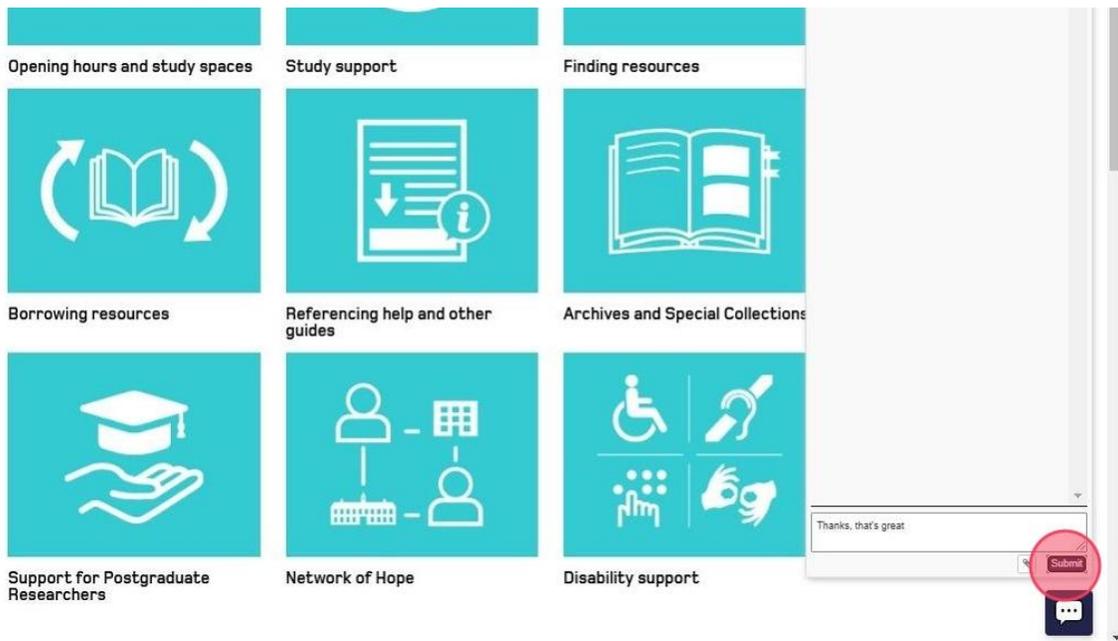
You are now chatting with Library Help Department.

Andrew Taylor has joined the chat

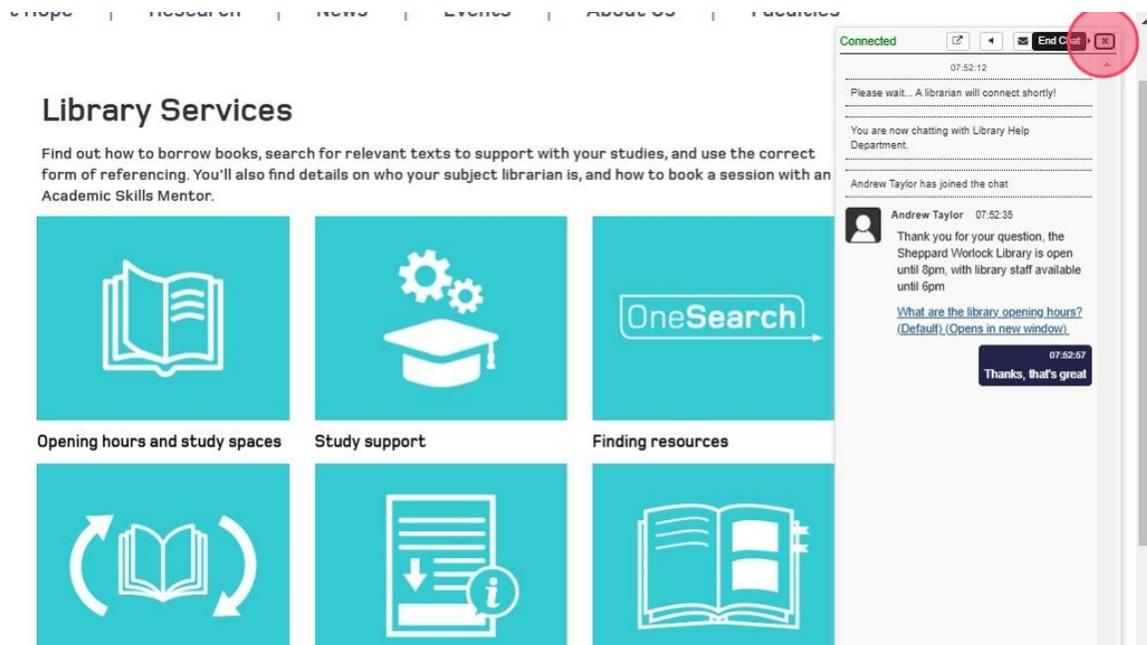
 Andrew Taylor 07:52:35  
Thank you for your question, the Sheppard Worlock Library is open until 8pm, with library staff available until 6pm

[What are the library opening hours? \(Default\)](#) (Opens in new window)

5. To reply, enter your text at the bottom of the chat box and click "Submit"



6. To exit the chat, click the "x" at the top right of the chat box



7. You will be asked to submit feedback by choosing an emoji. You can also request to be contacted for a follow-up or to have a transcript emailed to you. Choose the options that suit you and click "Submit Feedback"

The screenshot displays a grid of nine service categories, each with a teal icon and a label:

- Opening hours and study spaces (book icon)
- Study support (graduation cap icon)
- Finding resources (OneSearch logo)
- Borrowing resources (book with arrows icon)
- Referencing help and other guides (document with arrow and info icon)
- Archives and Special Collections (open book icon)
- Support for Postgraduate (graduation cap over hands icon)
- Network of Hope (network diagram icon)
- Disability support (wheelchair and hand icon)

To the right is a chat window titled "(Default) (Opens in new window)". It shows a "Thanks, that's great" message at 07:52:57. Below it is a feedback section with the question "Thanks for chatting! How did we do?" and four emoji options: Great (selected), Good, So-so, and Bad. There is also a "Any comments?" text box. Further down are checkboxes for "I would like to be contacted for a follow-up" (unchecked) and "Email yourself a transcript of this chat" (checked). A "Contact Info" field contains the email "taylor@hope.ac.uk". At the bottom of the chat window, a red circle highlights the "Submit Feedback" button.

8. To start a new chat, Click the refresh button at the top-right of the chat box

The screenshot displays a grid of six service categories, each with a teal icon and a label:

- Opening hours and study spaces (open book icon)
- Study support (graduation cap with gears icon)
- Finding resources (OneSearch logo)
- Borrowing resources (book with arrows icon)
- Referencing help and other guides (document with arrow and info icon)
- Archives and Special Collections (open book icon)

To the right is a chat window titled "Disconnected" with a "Start new chat" button and a refresh icon (a red circle) highlighted. The chat history shows a message from Andrew Taylor at 07:52:35: "Thank you for your question, the Sheppard Worlock Library is open until 8pm, with library staff available until 6pm". Below this is a link: "What are the library opening hours? (Default) (Opens in new window)". At the bottom of the chat window, a red circle highlights the refresh button.

9. If you requested a transcript, you should receive it in an email shortly after ending the chat

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Your recent chat transcript External ⓘ Inbox x 🖨️

 **LibAnswers** <alerts@hope-uk.libanswers.com> 07:53 (0 minutes ago) ☆ ↶  
to me ▾

This is the chat transcript from Library Services (<https://www.hope.ac.uk/gateway/students/librarianservices/>) on Jan 30 2025, 07:53am:

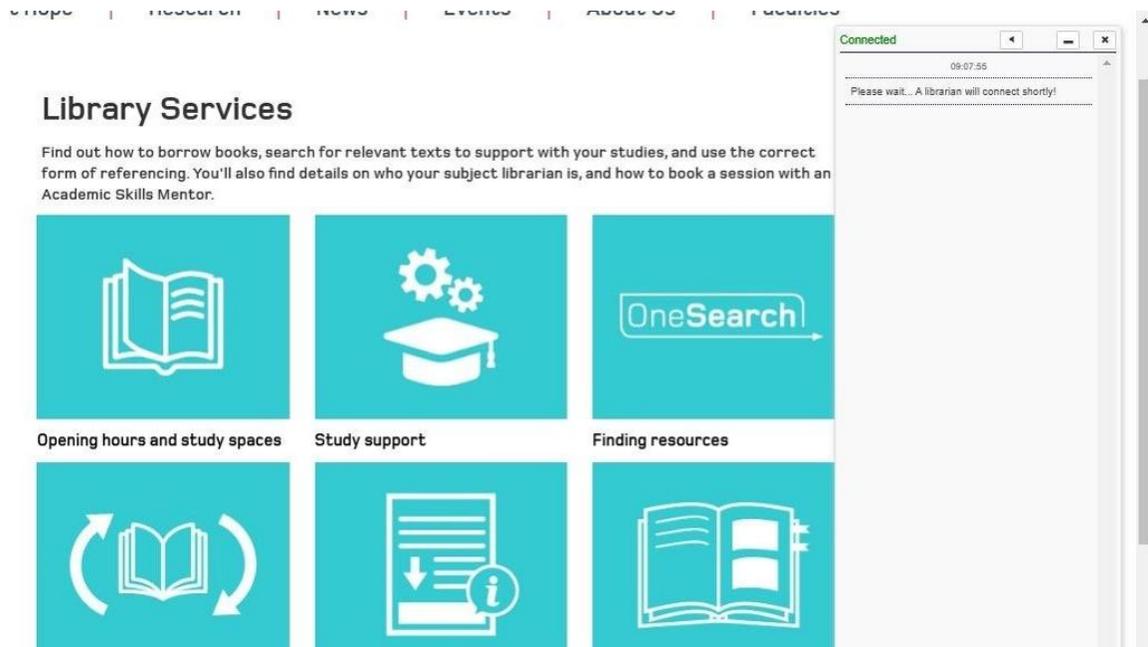
07:52:35 Andrew Taylor: Thank you for your question, the Sheppard Worlock Library is open until 8pm, with library staff available until 6pm  
07:52:38 Andrew Taylor: [What are the library opening hours? \(Default\) \(Opens in new window\)](#).  
07:52:56 Andrew Taylor: Thanks, that's great

[Read our privacy policy.](#)

↶ Reply ↷ Forward

## How to submit a ticket if Chat is busy

1. When you submit your question in Chat, you will be met with this message "Please wait... A librarian will connect shortly!"



- Occasionally, library staff will be busy and unable to answer straight away. If your question is unanswered for 30 seconds, you will have the option to submit your question as a ticket. To do this, click "Submit your question."

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Opening hours and study spaces	Study support	Finding resources
		

Connected

09:07:55

Please wait... A librarian will connect shortly!

We apologise for the delay. Don't want to wait?

[Submit your question.](#)

- Fill in your details into the online form and click "Submit Your Question"

Question \*

More Detail/Explanation

Email \*

Name

Fields marked with \* are required.

[Submit Your Question](#)

- A member of library staff will respond to your question via email. You can ask any follow-up questions by replying to the email

[Default] What time is the library open until today? External Σ Inbox x 🖨 🔗

 **LibAnswers** <alerts@hope-uk.libanswers.com> 09:12 (0 minutes ago) ☆ ↶ ⋮  
to me ▾

--# Type your reply above this line #--

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**Andrew Taylor**  
Jan 30 2025, 09:10AM via System  
Hi Andrew, sorry we missed your chat earlier. The library is open until 8pm today, with library staff available until 6pm.

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**Original Question**  
Jan 30 2025, 09:09AM via System  
What time is the library open until today?

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This email is sent from LibAnswers in relationship to ticket #7479336.  
[Read our privacy policy.](#)

↶ Reply ↷ Forward