

Mohd Amirul Kasyful Nur bin Zulkifli

From: Perpustakaan Sultanah Bahiyah
Sent: 27 Jun 2021 8:43
To: UUM - All Staff; UUM - All Students
Subject: [ANNOUNCEMENT] INTRODUCING PSB LIBCHAT AT UUM LIBGUIDES PLATFORM



27 JUN 2021 / 17 ZULKAEDAH 1442H

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**UUM : "UNIVERSITI PENGURUSAN TERKEMUKA"
(THE EMINENT MANAGEMENT UNIVERSITY)**

Assalamu'alaikum dan Good Day.

YBhg Dato' Seri / Datin / Prof. / Prof. Madya / Dr. / Mr. / Mrs. / Ms.

Dear our beloved users,

We're proud to announce that today, June 27, 2021, marks the starting of **LibChat** service at the Perpustakaan Sultanah Bahiyah. LibChat is a new service we offer alongside phone calls, email and online in-person consultation service. It makes it easy for you to communicate with us in real-time instant messages. This service is perfect for people who are too busy for a phone call and just need a **quick answer to a question or a small request fulfilled**.

Ready to get started? All you have to do is click on this link <https://uum-my.libguides.com/>, key in your details, ask your question, and a librarian will get back to you either in real time or within a day. Sometimes a librarian may unavailable to take your instant message it could be that you asked during non-operating hours. If that is the case, LibChat will direct you to our [Ask A Question form](#).

You can also always call us during open hours at **04-928 3627**. To incorporate instant messaging into our other services we're initially offering it on a limited schedule. For more information, please read the schedule below.

Sunday - Wednesday	10:00 am – 4:30 pm (Online)
Thursday	10:00 am – 3:00 pm (Online)
Friday – Saturday, Public Holidays	Offline

If you want to contact us outside of LibChat service hours, we're happy to take your question during open hours by phone at **04-928 3627**. We also accept your questions **24/7** via our [Ask A Question form](#).

INTRODUCING PSB LIBCHAT

on UUM LibGuides Platform

What is LibChat?

PSB LibChat is a **REAL-TIME**, online **REFERENCE SERVICE** for questions that require **SHORT AND FACTUAL** answers about research, library services, resources and policies.

Got a question? Chat with us in real-time!



Perpustakaan
Sultanah Bahiyah
SULTANAH BAHYAH LIBRARY
Universiti Utara Malaysia



Ask your librarian for details.



uumlib@uum.edu.my



@psbuum



@psbuum



@UUMLibrary

PSB LIBCHAT

on UUM LibGuides Platform

"3" EASY STEPS

1 **Access** via **UUM LibGuides Platform** at <https://uum-my.libguides.com/> **OR** Scan QR Code

2 **Key in** your details - *User's Information*

3 **Start Chatting** with a librarian on duty

**Please be informed that LibChat service while
OFFLINE will be attended via requestor's email.*



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Universiti Utara Malaysia



Ask your librarian for details.



uumlib@uum.edu.my



@psbuum



@psbuum



@UUMLibrary

INTRODUCING PSB LIBCHAT

on UUM LibGuides Platform

LIBCHAT SCHEDULE



online

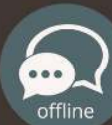
Sun - Wed (10:00 am - 4:30 pm)

Thursday (10:00 am - 3:00 pm)

Friday

Saturday

Public Holidays



offline

*Please be informed that LibChat service while **OFFLINE** will be attended via requestor's email.



SCAN
ME

Visit our **UUM LibGuides Platform** at
<https://uum-my.libguides.com/>



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SULTANAH BAHYAH LIBRARY
Universiti Utara Malaysia



Ask your librarian for details.  uumlib@uum.edu.my  @psbuum  @psbuum  @UUMLibrary

For any inquiries, kindly contact us our via library official email and social media channels as follows:

Email: uumlib@uum.edu.my
 FB: [@Perpustakaan Sultanah Bahiyah](https://www.facebook.com/PerpustakaanSultanahBahiyah)
 Instagram: [@psbuum](https://www.instagram.com/psbuum)
 Twitter: [@UUMLibrary](https://twitter.com/UUMLibrary)
 Telegram: <https://t.me/psbuum>

Thank you.

FROM:
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Universiti Utara Malaysia Official Website <http://www.uum.edu.my>

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