

Instant Messaging @ the LC Desk

LOGGING ON

Go to <http://www.meebo.com> (this should come up as one of the tabs on the homepage when you open Firefox) Log in using the following information:

Username: Learning_Commons
Password: *****

That should log you on to all of the LC's IM accounts (AIM, Yahoo, MSN, GTalk, ICQ).

STAYING LOGGED ON

Don't close the browser window that contains Meebo! Otherwise, you'll be logged off all accounts. Meebo will flash a warning message if you try to close its browser window.

NOTIFICATIONS

When an incoming message is received, Meebo will play a brief chime. It's important to keep the speakers at the LC Desk terminal *on* and *turned up* at all times; otherwise, it will be very easy to miss incoming messages. Other applications or websites that use sound should not be used at the LC Desk workstations.

LC CHAT ETIQUETTE

Even though IM is usually a very informal mode of communication, it's important to remember that when you chat with users of the LC IM service, you're representing the Learning Commons and the University. Please be polite, courteous, and businesslike.

OUT-OF-SCOPE OR UNACCEPTABLE QUESTIONS

The purpose of the LC IM service is to provide users with the same types of assistance we provide in person and over the phone: help navigating the services of the Learning Commons, the library, and campus technology.

People with questions outside of these areas should be referred to the appropriate campus office or service. You can find a list of campus offices on the UMass Website at <http://umass.edu/umhome/AtoZ.html> If a person persists in asking out-of-scope questions or is rude, it is fine to end the session. Here's a suggested script:

The purpose of this service is to provide Learning Commons-related information and technical support to the UMass community. Do you have a Learning Commons-related question that we could help you with?

(if no, or if pestering consists)

I'm sorry, your question falls outside the scope of this service. Good bye. (end session)

You can block a user by right-clicking their name in the buddy list and choosing "Block."