Security

As with any internet software, always be aware of the information you share.

Never distribute personal information such as social security numbers, credit card numbers, or anything that can be used to harm you.

Any information shared with librarians is considered confidential and will not be publicly available.

Remember...

You can contact a librarian through tawk.to instant messaging from anywhere you have internet access.

If a librarian isn’t online, selecting the Chat with the Library link will prompt you to send the librarian an email.

A librarian will respond to your question within 48 hours.

Do not share personal or sensitive information.

Ask questions using Chat just as you would ask a question in person.

Video tutorials about database access and the library in general can be viewed by going to Library Orientation on the library homepage.

Chat with the Library

LIBRARY

Chat Online Hours

Monday - Thursday
8 a.m. - 8:30 p.m.

Friday
8 a.m. - 3:30 p.m.

Sunday
10:30 - 8:30 p.m.

7000 Rivers Ave
Charleston, SC 29423
843-574-6096
library@tridenttech.edu

FALL 2019
What is Chat with the Library?

It is an instant messaging service run by tawk.to.

This instant messaging service is used for real-time chat between librarians and students using computers and mobile devices.

This service is similar to other instant message services, with some added features to help provide students with immediate answers to their questions.

What is Instant Messaging?

A way to communicate with someone over the Internet in real time.

Think of it as being similar to email with no wait time between messages.

Why use Chat?

It’s convenient.

It’s fast.

Librarians can immediately send information to your computer.

You can use it anywhere you have internet access.

How do I use Chat?

Just look for this link on our website:

To access TTC Library homepage:

1.) www.tridenttech.edu
2.) Scroll down to TTC Libraries link (under Useful Links)

To begin a session, select the Chat with the Library link, enter your contact information, and a librarian will be with you shortly.

The Chat with the Library link can also be used to send a question via email if a librarian is not online.

library@tridenttech.edu