

Ocean County Library Chat/Text Reference Service: Customer Guidelines

- Chat/text service is a quick way to get answers to brief, factual questions from trained Ocean County Library (OCL) staff in real-time.
 - **Sample questions:** *When does the Brick Branch close tonight? How tall is the Barnegat Lighthouse? What is the title of the new James Patterson book?*
- Click [here](#) to begin a chat or text your question (140 character limit) to 732-943-1625. Chat/text service is available Monday – Thursday 9:00 am – 9:00 pm and Friday & Saturday 9:00 am – 5:00 pm.
- Chat/text service is available to anyone with priority given to Ocean County residents. At this time, identification by zip code or library card number is not required.
- If you have any questions about your library account, such as fines owed or renewing items, please call or visit your local branch during regular operating hours.
- In-depth questions will be followed up via email or phone within 2 business days. The Library staff does not have specialized training/knowledge of medical, legal, financial or statistical information. They do not interpret reference materials on those subjects, nor do they appraise books or artifacts. Library staff does not offer opinions or advice.
- If the chat/text service is not available, please call or visit your [local branch](#) during regular operating hours or email your question to “Ask A Librarian” at question@theoceancountylibrary.org.

PRIVACY:

- All questions will be treated equally, regardless of their source, and will be kept confidential, as will the identities of the patrons who ask them.

WHAT DOES THE SERVICE COST?

- OCL reference services are free. However, your standard message and data rates may apply for texting. OCL assumes no responsibility for any charges your cell phone provider may assess you for sending or receiving messages while using this service.

TECH REQUIREMENTS:

- The chat service is compatible with most standard web browsers, including Internet Explorer 6 and higher, Firefox 1.5 and higher, Google Chrome, Safari, and Opera. The chat service is also optimized for most iOS and Android mobile devices.

RULES OF CONDUCT:

- The Ocean County Library’s [Rules of Conduct](#) apply in the online environment and chat/text sessions will be terminated if the rules are violated.

Email any questions, comments and concerns about the chat/text service to question@theoceancountylibrary.org.