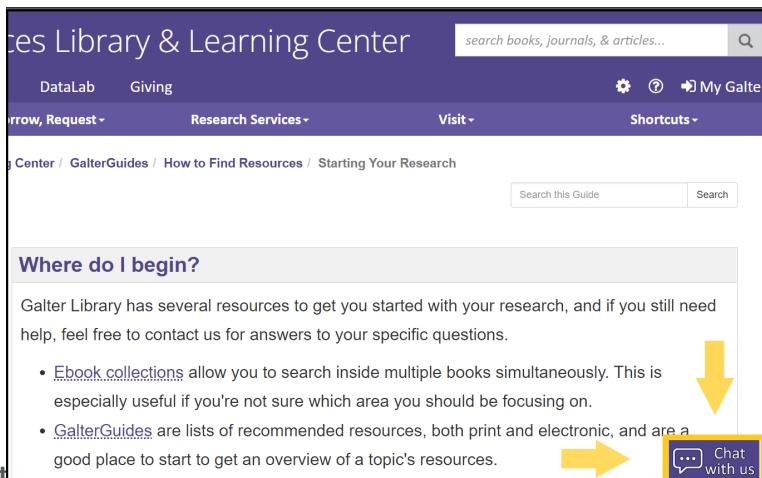


New at Galter Library: Chat with us!

We are excited to announce that over the summer we implemented a chat reference service to provide immediate assistance to the Feinberg community and to enhance our online reference support to remote users. Our chat service is online **Monday-Friday** from **10:00am-4:00pm**.



Chat Impact

- The chat service will allow us to extend our support to directly meet you at your point of need, providing quick and practical solutions to technical issues and triaging reference inquiries to seamlessly connect you with the resources you need.
- Data from the new service will allow us to evaluate its utilization and impact. Such statistical insight into the various research needs of our community helps us to continuously improve services and better support Feinberg students, staff, and faculty.

Connect

- [Chat with us](#) Monday – Friday from 10:00am - 4:00pm.
- Email us at gals-ref@northwestern.edu; questions are usually answered by the next business day.
- Call us at **312-503-8126** during our hours of operation.