



Highlands Regional Library Cooperative

400 Morris Avenue, Suite 202
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TEL: 973-664-1776 or 800-NET-HRLC (Members Only)
FAX: 973-664-1780

www.hrlc.org

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Instant Messaging (IM or IM'ing, also chat or chatting)

What You Need to Know

- According to Webopedia: *a type of communications service that enables you to create a kind of private chat room with another individual in order to communicate in real time over the Internet, analogous to a telephone conversation but using text-based, not voice-based, communication.*
- More than 12 million teenagers use IM to discuss homework, tests, or schoolwork, according to a Pew report called "The Internet at School".
- It's not just teens! According to the Pew Internet Study, 53 million adult Americans use IM.
- The Top Three IM services: America Online Instant Messenger (AIM), Yahoo! Instant Messenger and MSN Messenger.
- Google also has an IM (Google Talk) which is connected with its E-mail, Gmail (see <http://mail.google.com/mail/help/chat.html>).
- FOR THE ADVANCE USER: Jabber is another IM service - it is "open source" and customizable by anyone (<http://www.jabber.org/about/overview.shtml>).
- Free! Free! Free! Also: Fast! Cheap! Easy!
- Easy to set-up; Easy to get an account; Easy to use
- Most do require a quick, simple download/installation of some software.
- Trillian is a service which allows IM'ing across different services - check out: http://www.download.com/3000-2_150-10047473.html
- Meebo (<http://www.meebo.com>) works similarly to Trillian but is web-based – no download/installation!
- Instant Messaging is available on many cell phones, for example, Cingular: http://www.cingular.com/media/instant_messaging
- Also related: SMS and MMS <http://www.freewebs.com/telecomm/messaging.html>

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IM ME! On Yahoo! – akearns72 On AIM – akearns1972 On MSN – akearns72!

Serving the Counties of
Bergen, Hunterdon, Morris, Passaic,
Somerset, Sussex and Warren



The Highlands Regional Library Cooperative is part of the New Jersey Library Network. The Cooperative and its services are funded in part by the New Jersey State Library, an affiliate of Thomas Edison State College, with State funds appropriated for the New Jersey Library Network.



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Cons/Pros

CONS: Possibility for privacy/security compromise; could be used for online bullying and gossiping, or spamming (pornographic or otherwise); potential opening for computer viruses; Note: many of these CONS existed and/or exist for other technologies, i.e. cell phones, televisions, E-mail, etc.

PROS: Ability to foster continued discussion beyond walls of school/workplace, etc.; promotes collaboration; builds friendships; *and best PRO of all: almost all of the CONS can be managed and/or dealt with quite effectively.*

What Libraries Are Doing

Many libraries of all types ARE using IM to communicate internally and/or externally with their patrons. The **libsucccess wiki** has a **HUGE** list of libraries offering IM reference:
http://www.libsucccess.org/index.php?title=Online_Reference#Libraries_Using_IM_Reference

Other Libraries Using IM:

Mercer County (NJ) Library System <http://webserver.mcl.org/lib/prinmsg.html> **Old Bridge (NJ) Public Library** http://www.lmxac.org/obpl/ask_librarian.htm **Princeton (NJ) University Library** <http://libweb.princeton.edu/help/chat.php> **Marin County (CA) Free Library** <http://www.co.marin.ca.us/depts/lb/main/im.cfm> **Thomas Ford Memorial Library (IL)** <http://www.fordlibrary.org/chat/> **St. Joseph County Public Library (IN)**
<http://www.libraryforlife.org/askalibrarian/askalibrarian.html>

Resources for More Information

Pew Internet Study

http://www.pewinternet.org/pdfs/PIP_Instanmessage_Report.pdf

The Internet at School

http://www.pewinternet.org/PPF/r/163/report_display.asp

How Instant Messaging Works

<http://www.howstuffworks.com/instant-messaging.htm>

7 Things You Should Know About . . . Instant Messaging

<http://www.educause.edu/ir/library/pdf/ELI7008.pdf> **10 Tips for**

Safer Instant Messaging

<http://www.microsoft.com/athome/security/online/imsafety.msp>

Instant Messaging

<http://www.answers.com/topic/instant-messaging>

Instant Messaging and Librarians

http://freerangelibrarian.com/archives/111205/instant_messaging_an.php

U R The Best: Community Building Through Chat

<http://www.webjunction.org/do/DisplayContent?id=11265>

Online Reference

http://www.libsucccess.org/index.php?title=Online_Reference

INSTANT TIP FOR INSTANT MESSAGING:

Web Slang, lingo, and acronyms used in chat rooms, Instant Messages, and Text Messaging. <http://www.web-friend.com/help/lingo/chatslang.html>

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