

Contacting a Librarian: Best Practices

The UAGC librarians are here to support you in your research and can be contacted in the following ways:

Need immediate assistance and have time to work with a librarian in real-time:

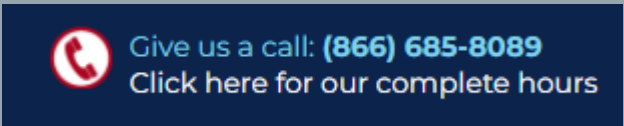
Unable to work with a librarian in real-time and can wait one business day for help:

Tutoring and Phones

- 24/7 Library Tutoring
24 hours a day 7 days a week
Link available on the library homepage
For additional assistance accessing library tutoring see [Accessing Library Tutoring with TutorMe](#)



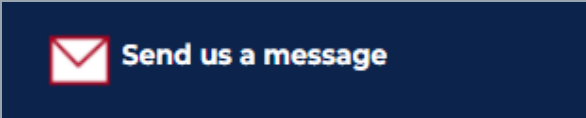
- Phone Reference
Monday through Thursday
1 p.m. to 5 p.m. PST
(866)685-8089



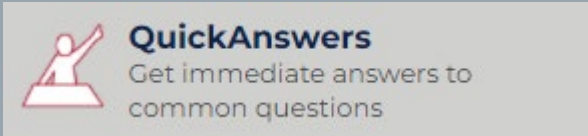
Best Practices

- Come prepared with a topic or question you need assistance with.
- Share with the librarian the research steps you have already taken.
- If possible, use a computer or a tablet so you can work along with the librarian. If this is unavailable, write down the instructions provided by the librarian.
- [How to prepare for a tutoring session](#) provides additional tips on getting the most out of your time with a librarian.

Email and Messaging

- Email
library@uagc.edu
A dark blue button with a white envelope icon on the left and the text "Send us a message" in white.

- QuickAnswers
Message the library via our [FAQ](#) platform. See the [QuickAnswers tip sheet](#) for more information



- Troubleshooting Form
If you have gone through the [troubleshooting guide](#) but nothing works, submit the [help form](#)



Best Practices

Provide all the following information:

- What course are you working on and what discussion or assignment do you need assistance with (if applicable)?
- What topic are you researching, or what issue are you experiencing?
- If it is an issue within the library, how long have you been experiencing the issue? Are you able to provide a [screenshot](#)?
- For research assistance, what have you done so far to find information on your topic?