Send an Instant Message (IM) to another monitoring librarian

You can IM with another librarian who is monitoring any of the same queues as you. You might ask the librarian to take a session that you want to transfer.

1. Click Librarians to view the list of monitoring librarians.
2. Double-click on the librarian with whom you want to IM.
   Or
   Right-click on the librarian with whom you want to IM and select Start Librarian Chat.

   This opens the Active screen and sends an alert to the librarian.
3. From the Active screen, enter your message in the message box.
4. Click Send or press <Enter> and wait for a response from the librarian.