





# Ask a Librarian

<i>Email</i>		E-mail requests are read and responses sent as time permits during regular reference hours. Most questions will be answered within 24 hours excluding weekends, holidays, and term breaks.																
<i>Chat</i>		Chat Reference - Chat one-on-one with a Cooley Librarian. Librarians have the ability to co-browse and assist patrons with Westlaw and Lexis pages as well as other web pages.																
<i>Phone</i>		Lansing Campus: (517) 371-5140 ext. 3111 1-866-REF-DESK (1-866-733-3375) Grand Rapids Campus: (616) 301-6850 ext. 6822 Oakland Campus: (248) 370-3618																
<i>Live</i>		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Lansing Campus:</td> <td>Monday - Friday 8 a.m. - 10 p.m.</td> </tr> <tr> <td></td> <td>Saturday &amp; Sunday 10 a.m. - 6 p.m.</td> </tr> <tr> <td>Grand Rapids Campus:</td> <td>Monday - Friday 9 a.m. - 9 p.m.</td> </tr> <tr> <td></td> <td>Saturday 10 a.m. - 6 p.m.</td> </tr> <tr> <td></td> <td>Sunday 12 noon - 8 p.m.</td> </tr> <tr> <td>Oakland Campus:</td> <td>Monday - Friday 9 a.m. - 9 p.m.</td> </tr> <tr> <td></td> <td>Saturday 10 a.m. - 6 p.m.</td> </tr> <tr> <td></td> <td>Sunday Noon - 6 p.m.</td> </tr> </table>	Lansing Campus:	Monday - Friday 8 a.m. - 10 p.m.		Saturday & Sunday 10 a.m. - 6 p.m.	Grand Rapids Campus:	Monday - Friday 9 a.m. - 9 p.m.		Saturday 10 a.m. - 6 p.m.		Sunday 12 noon - 8 p.m.	Oakland Campus:	Monday - Friday 9 a.m. - 9 p.m.		Saturday 10 a.m. - 6 p.m.		Sunday Noon - 6 p.m.
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Reference service is available to all patrons of the Thomas M. Cooley Law School Library. The Reference Service Policy for the Cooley Law Library sets out the level of services and limits giving any legal advice on law-related inquiries. Any response by Thomas M. Cooley Reference Staff should not be construed or interpreted as legal advice.

In addition to live, in person service at the reference desk, Email, Chat and Phone Reference is also available.

Electronic reference services include:

- Responding to questions and requests for information which require "short answers."
- Confirming whether the library owns a particular title.
- Answering questions requiring brief facts, statistics, addresses, etc.
- Providing advice on resources to consult for a project or paper.
- Suggesting research techniques using various resources.
- Assistance with passworded databases - For Cooley Faculty and Students

Requests for specific documents (you have the citation or title) are handled through our Document Delivery Service.

**Chat Reference Schedule (EST/EDT):**

10 a.m. - 12 Noon	Monday - Friday**
7 p.m. - 8 p.m.	Monday - Friday**
10 a.m. - 11 a.m.	Saturday**
5 p.m. - 6 p.m.	Saturday**

**\*\*These times may be covered by the librarian staffing the reference desk. A live question may take precedence over a chat reference question during these times.**