



## HELIN VR TRAINING: IM Reference with Trillian

20 July 2005  
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## 6 Objectives for Today...

- Explanation of Key Terms
- Getting Started With Trillian
- Setting Up Identities and Basic Trillian Preferences
- Let's IM!
- Brown's Experience with Trillian & Wrap-up
- Tips on Chatting and Building Your IM Presence



## Definition: IM

".. An instant messenger is a client that hooks up to an instant messaging service. Instant messaging differs from e-mail in that conversations happen in real time. Also, most services offer a "presence awareness" feature, indicating whether people on one's list of contacts are currently online and available to chat. This may be called a 'Buddy List'.."

-from Wikipedia

[http://en.wikipedia.org/wiki/Instant\\_messenger](http://en.wikipedia.org/wiki/Instant_messenger)



## Definition: Trillian

"...Trillian is a multiprotocol instant messaging application for Windows created by Cerulean Studios that can connect to multiple IM programs from one client, such as AIM, ICQ, MSN Messenger, Yahoo! Messenger, IRC, Novell GroupWise Messenger, Bonjour, and Jabber and Skype networks (the latter four with Trillian Pro which allows for additional plug-ins).

**Bit of Trivia:** The program was named after Trillian, a fictional character in *The Hitchhiker's Guide to the Galaxy* by Douglas Adams. From version 3.0 on, Trillian uses Wikipedia to reference terms typed by the user, using its "Instant Lookup" feature..."

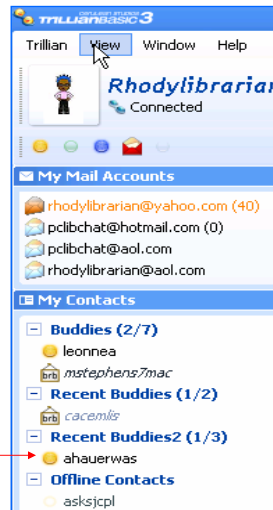
- from Wikipedia

[http://en.wikipedia.org/wiki/Trillian\\_%28instant\\_messenger%29](http://en.wikipedia.org/wiki/Trillian_%28instant_messenger%29)



## Definition: Identity

- Trillian term for IM handle/user name in the various IM clients
  - Ex:  
Rhodylibrarian or PCLibChat



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## So long Docutek..

- Hello familiar online presence (Pew Study)
- Trillian Activity Modes -- Patrons can see when we're online!
- No wordy scripts (use of natural language is encouraged)
- Customizable Message Alerts
- and, no cobrowsing, again 😊

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## Getting Started With Trillian

- Simple install
  - Requires Microsoft Windows (95 +), Internet connection and 15MB on hard drive
  - No other chat software required!\*
  - Download Here:  
<http://www.ceruleanstudios.com>
  - HELIN Trillian Install Tutorial:  
<http://www.providence.edu/library/trillian/trillian.wmv> (best viewed full screen)
- Handles multiple identities (users) and simultaneous connections
- No Mac or Linux support

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## Setting Up Identities - #1

- Create a personal handle in addition to "Reference" handles
- Create an identity for each IM client
  - (AIM/Yahoo/MSN)
- Prompt to sign in/set up identities for each client during install

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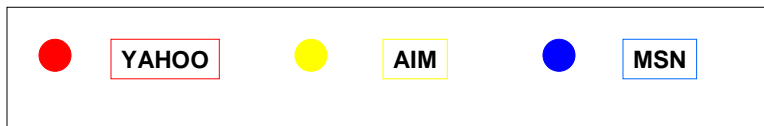
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## Setting Up Identities - #2

- Must have an account with at least one IM client to chat!
- IM clients are color coded within Trillian



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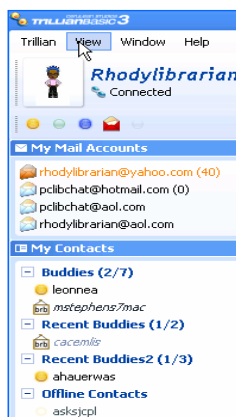
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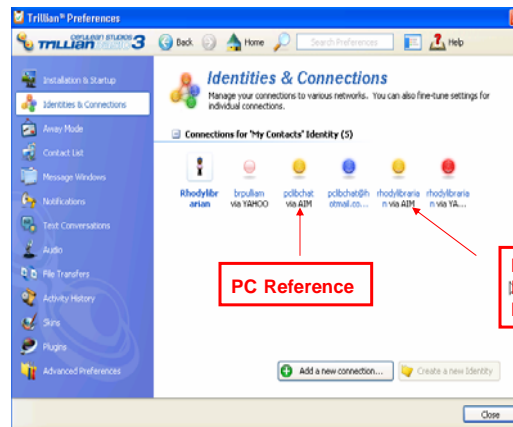
## The Screens

To access this screen from the menu: Trillian---Connections---Manage My Connections



Trillian after Install

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## Screens--Two Ways To Log In

- "Automatically connect at startup" (Recommended) or login here...



Click Here to add new Connection



"BRB" = Be Right Back. What your contacts see when you switch to "Away" status

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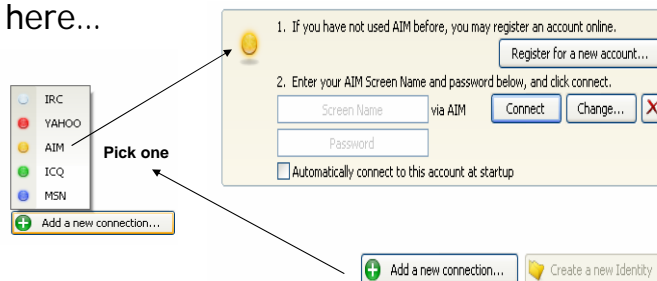
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## Screens -- Adding a New Connection

- Didn't create a screen name during install, do it here...



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# Trillian Preferences

To access this screen from the menu:  
Trillian----Trillian  
Preferences

- Most of what you need to begin automatically set with install



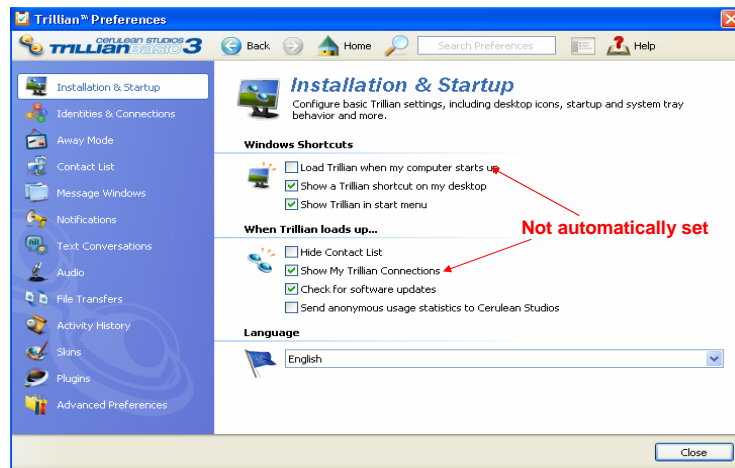
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# Preferences - Installation & Startup



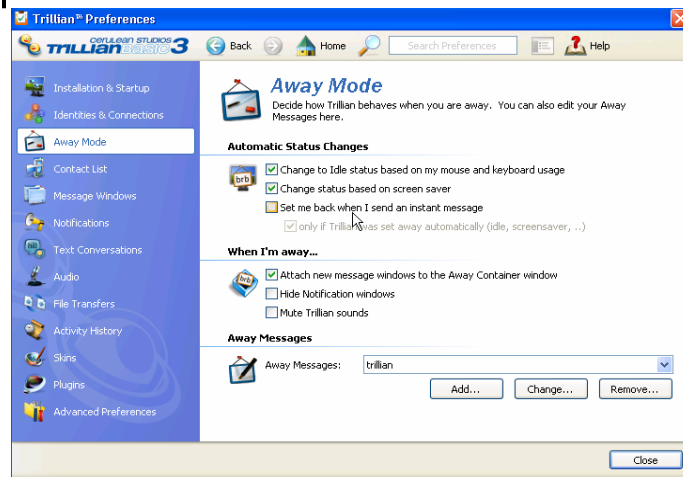
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## Trillian Preferences - Away Mode



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## When the Librarian's "Away" ...

- Trillian has 3 stock settings: Away, Back and Invisible
- Create your own "Away" messages
- **AND** make it a regular practice to use them when away from the reference desk for a period of time
- Find this from menu: Trillian ---->Set Status
- Unexplained absence = bad service

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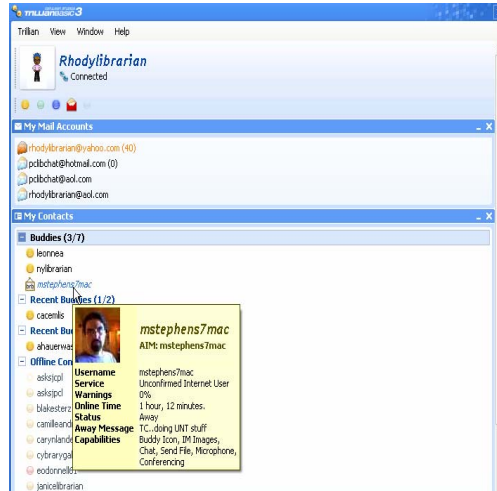
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## When the Librarian's "Away", part deux...

- A colleagues who practices what he preaches:



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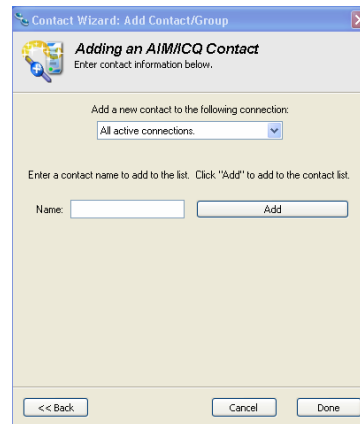
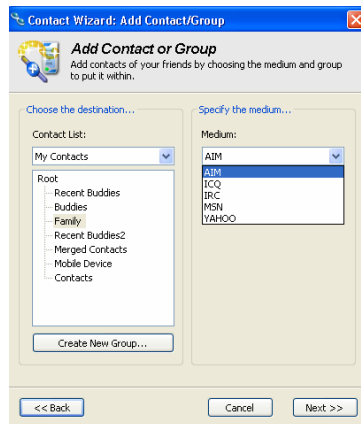
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## Preferences - Adding Contacts

- From the menu: Trillian ----> Add Contact or Group



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## The Advanced Stuff..

- Pesky Wikipedia lookup feature
  - Can slow down older PCs
  - To Remove: Trillian--->Preferences ---> Message Windows--->Instant Lookup
- If you need to configure proxy settings, click on "Advanced Preferences" and consult your IT/Web staff
- Trillian is highly customizable at the "free level"; explore the possibilities in "Notifications", "Text Conversations" (contains shortcut key options), and "Skins"
- "File Transfer". Sending a file? Downloads go here: C:\Program Files\Trillian\users\default\downloads. Change as needed and browse your hard drive to add your virus scanning software to Trillian's functionality.
- "Activity History". Conversations automatically logged here: C:\Program Files\Trillian\users\default\logs

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## ChatSpeak

- Abbreviated, even casual communication
  - <http://www.netlingo.com/emailsh.cfm>
  - brb - be right back
  - l8r - later
  - r u there?
  - sfaiaa
- Misspellings okay
- Casualness should not translate to lack of reference interview (when needed)
  - Patrons may still need help asking for what they need
- Communicate with patron if something is taking longer, get an email address if more time needed
- Expect "just-in-time" queries and random pulse checking

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## Building Your Presence

- Campus listservs/paper/orientation
- Include IM handle on library business cards
- Bookmarks or other giveaway items  
[http://www.tametheweb.com/media/SJC\\_PL\\_IM.pdf](http://www.tametheweb.com/media/SJC_PL_IM.pdf)
- Promote on your library blog (does your library blog)/newsletter/homepage
- Create web presence with FAQ/instructions/contact page
- Offer short drop-in instructional sessions to campus

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## Important IM Links

- To create new accounts and/or change passwords:
  - AIM  
<https://my.screenname.aol.com>
  - Yahoo  
[http://edit.yahoo.com/config/eval\\_register?.done=http://messenger.yahoo.com&.src=pg](http://edit.yahoo.com/config/eval_register?.done=http://messenger.yahoo.com&.src=pg)
  - MSN  
<https://accountservices.passport.net/reg.srf?id=2&vv=310&sl=1&lc=1033>
- Other Libraries Using IM for VR
  - Brown University  
[http://www.brown.edu/Facilities/University\\_Library/services/chatfaq.html](http://www.brown.edu/Facilities/University_Library/services/chatfaq.html)
  - Duke University  
<http://www.lib.duke.edu/reference/chat/im.html>
  - Springfield College  
<http://www.spfldcol.edu/homepage/library.nsf/0/EEA410A88745743A85256E5F0070150D?OpenDocument>

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## IM in the Literature

- Eew! My Patron Tried to Pick Me Up. Susan Braxton. American Libraries. April 30, 2005.
- IM Me. Aaron Schmidt & Michael Stephens. Library Journal. April 1, 2005.  
<http://www.libraryjournal.com/article/CA512192.html> (accessed July 15, 2005)

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## Assignment and Final Thoughts...

- One person from each institution represented here to add "rhodylibrarian" to his/her contact list and IM me by July 27<sup>th</sup>.
- Practice various reference scenarios using IM with your colleagues.
- Promote your new service
- Read those chat transcripts
- Feel free to IM me if you have any questions

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