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How to Use NCpedia Resources and Get Search Help

Ways to Get Help for Using NCpedia

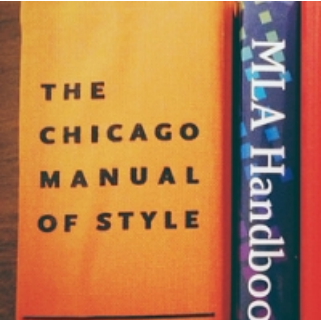
Here are ways to help you get the most from NCpedia and to support your research needs. From live support by real librarians to subject collections and search features, check them out!



Get help from a librarian [2]



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NCpedia is supported and staffed by real librarians!

NCpedia is the online encyclopedia of North Carolina, and it is supported and staffed by librarians at the [Government & Heritage Library](#) [6] at the [State Library of North Carolina](#). [6]

This page provides support and information for helping you get the most from the resource and for getting search help if you may need it. Librarians at the Government & Heritage Library and NCpedia have made a number of help features available for visitors. These include live CHAT, email, and [viewer posted comments](#) [7] to NCpedia articles.

These support features are staffed by real librarians, not by robots! Librarians are available to help researchers during general business hours Monday through Friday 9 a.m. to 5 p.m. Generally librarians do not answer personal questions or share personal information. They want to keep the conversation focused on your questions about North Carolina to help you find what you're looking for fast!!

For more in-depth information about NCpedia and its history, please visit this article: [About NCpedia](#) [8]

Etiquette for CHAT, email and posting viewer Comments

Please be courteous and respectful when interacting with NCpedia social features such as CHAT, email, and posting viewer Comments. Librarians will terminate chats if language is inappropriate, abusive, or disrespectful. Use of abusive or offensive language may cause your location to be blocked from NCpedia chat.

In addition, abusive and inappropriate language in viewer [Comments](#) [9] posted to NCpedia will not be published. Emails to library staff that include abusive or inappropriate language may also not be answered by library staff. Please note that the content of chats and emails is subject to the [Public Records Law of North Carolina](#) [10].

Please try to keep your questions focused on your search for North Carolina information! Librarians generally do not answer personal questions and they want to help you find information as quickly as possible!

For a full list of chat etiquette tips for NCpedia CHAT, please visit this page: <https://www.ncpedia.org/ncpedia-chat-guide> [11]

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From:

[Government & Heritage Library, State Library of North Carolina](#). [13]

3 January 2018 | Agan, Kelly

Source URL: <https://ncpedia.org/how-use-ncpedia-get-help>

Links

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