This case study focuses on the selection, implementation and evaluation of Openfire, a an open-source instant messaging network and a single unified application, in the library's chat reference and internal communications environment.  The purpose of the study is to evaluate Openfire's performance and effect in the library's reference chat, as well as in the internal environment.  The case study does not have a theory identified.

The setting is the California State University San Marcos (CSUSM) which is a mid-size public university with 9,500 students.  The students both on and off campus use the chat reference service.  The population is the CSUSM's Kellogg library employees numbering 45.  This includes librarians, library administrators, and library assistants.

This case study seeks to evaluate the effectiveness of Openfire as an internal communication tool.  In the literature review earlier in the paper, Chan, Ly, & Meulemans (2012) discuss the lack of research on the effectiveness of IM on internal communications.  The research question of this case study is answered by having a voluntary survey of CSUSM library personnel.  44 of the 45 employees responded.

Chan, I., Ly, P., & Meulemans, Y. (2012). Extending IM beyond the Reference Desk: A Case Study on the Integration of Chat Reference and Library-Wide Instant Messaging Network. *Information Technology & Libraries*, *31*(3), 4-23.