

**RESEARCH WORKS IN LIBRARY AND
INFORMATION SCIENCE
VOLUME 3**

**Roslina Othman
Basri Hassan
Ahmad Bakeri Abu Bakar**



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Editors

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21. VIRTUAL REFERENCE SERVICE POLICY

Syzana Zainudin, Marahani Suni, Emilia Ramdzan and

Roslina Othman

Abstract

This chapter reports on virtual reference service policy surveyed at different libraries. Virtual reference service policy mostly stated etiquette, privacy and authentication particularly for chat reference service. The unique dimension the policy is the integration of reference services in technology. The policy also includes statement on records and documentation.

21.1 Introduction

Virtual reference service policy varies according to the need of the users and community. Thus, in this chapter, a total of 5 libraries were surveyed and discussed below are the findings.

1. Library: Albert B. Alkek, Texas State University

The library provides online research and reference services to the students and staff. They have created their own rules and etiquette pertaining to this service. Below are the list of guidelines and etiquette excerpt as displayed on their website.

Virtual Reference Chat Etiquette

- *Be patient. Network traffic may affect response time. A reference librarian will respond to your question as soon as possible. If your question is urgent, you may send your response by email.*
- *Communicate in short sentences.*