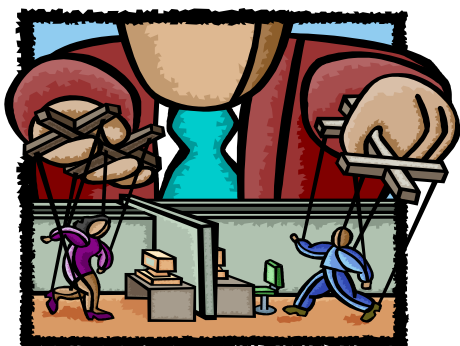


## Virtual Reference Adventure: Choose Your Own Experience



### Daily Administration

The administrator of your chat reference service will be responsible for the day-to-day operations, including developing the staff schedules, maintaining usage statistics, troubleshooting technical problems, and reviewing chat transcripts for quality control.

To plan for the types of tasks and the time required, take a look at:

*Chat Reference: A Guide to Live Virtual Reference Services* (Libraries Unlimited, 2003) by Jana Smith Ronan. Jana's chapter on "Everyday Administration of a Real-Time Reference Service" is particularly helpful.

["Managing a Statewide Virtual Reference Service"](#) by Peter Bromberg, from the April 2003 issue of *Computers in Libraries*. A [supplement](#) to the article provides a sample schedule and a job description for the project coordinator.

You can find other examples of chat reference staffing schedules and administrator manuals on the Web. Here are a few to look at:

Q and A NJ Librarian's Online [Manual](#)

Columbia University Virtual Reference Desk [staff schedules](#)

Maryland AskUsNow Policy and Service [Guidelines](#)

[UCLA Resources for Digital Reference](#)

Ask Wisconsin Best Practices [Guidelines](#)

[UC Irvine guidelines for Virtual Reference](#)

[24/7 Reference Policies and Procedures](#)

*A manual for libraries participating in the 24/7 Cooperative.*