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:


“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.