Virtual Reference Adventure: Choose Your Own Experience

It's time for a Policies and Procedures Scavenger Hunt!

Want to collect ideas on how to write policies and procedures for chat reference? Hunt through the Web pages created by other libraries for ideas that you can adapt to your own service.

Can you find. . .	Where did you find it?	What ideas does this give you?
A statement about what to expect when connecting to the service?		
A statement that clarifies the type of questions that will be answered?		
An explanation of why an anonymous login may be used?		
A privacy statement that explains why a phone number is requested?		
A statement about the patron's responsibility for respecting copyright?		
An explanation of how the service handles legal or medical questions?		

Can you find. . .	Where did you find it?	What ideas does this give you?
A patron behavior policy that addresses appropriate language?		
Staff guidelines on how to handle inappropriate patron behavior?		
A site that describes how much help with homework will be provided?		
Guidelines for staff on how to handle repetitive questions (e.g., homework assignments)		
Guidance for staff on how to handle multiple patrons?		
How staff should handle ILL requests?		