

11-3-2010

Law Library Chat Reference Policy

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Georgia State University Law Library, "Law Library Chat Reference Policy" (2010). *Law Library Policies*. Paper 8.
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Chat Reference Policy

[Chat Reference Service](#) is available at Georgia State University College of Law Library. The service is provided primarily for the Georgia State University community, particularly those affiliated with the College of Law. Other users are welcome to use the Chat Reference Service for questions dealing specifically with the College of Law and its collections. If the volume of chat reference request from other users becomes too heavy, the College of Law Library reserves the right to restrict service.

The Chat Reference Service is designed to assist library users with brief research questions, such as how to find information on a particular topic using the library's online catalog or electronic resources. The Chat Reference Service is best suited to questions that may be answered using electronic resources. More complex questions, such as those requiring in-depth knowledge of a subject or resource, may require the librarian to suggest an alternative method of communication, such as an in-person reference appointment.

The Chat Reference Service will help users identify and use appropriate resources to answer questions. Members of the Georgia State University community may use the Chat Reference Service to receive instructions about accessing electronic databases or renewing books through GIL; however the Service will not renew, recall, or retrieve books or library materials based or provide document delivery services on chat requests. Verification of incomplete citations, requests for legal, medical, financial, or tax advice, and similar requests will not be answered by the Chat Reference Service.

The Georgia State University College of Law Library respects the privacy of users, but cannot guarantee the confidentiality of files, electronic mail, or other information transmitted or stored electronically. We will collect data on each transaction, as well as save each chat log, for evaluation of use, timing of use, to improve the quality of service or for educational or research purposes.

Enforcement begins November 3, 2010