Jefferson College Library
Chat/SMS Reference Policy

Chat/SMS (Short Message Service) reference services offer the opportunity to provide patrons with convenient access to Library reference services. Jefferson College Library is committed to meeting the needs of our patrons through the use of technology. The Jefferson College Library Chat and SMS Reference expands access to high quality information provided by librarians from off-campus locations.

I. Definitions:
    1. refers to one-to-one, real time, text-based conversations via an Instant Messaging service.
    2. refers to the exchange of brief text-based conversations via a mobile phone.
    3. is the name of the software which the Jefferson College Library utilizes for the Chat/SMS Reference service.
    4. The library utilizes a service called Chatstaff that makes chat available during selected hours when the library itself is closed. Chatstaff is a service that connects to off-site librarians with ALA-accredited MLS or Information Science degrees who answer questions on behalf of Jefferson College Librarians. This service is not a replacement for Jefferson College Librarian expertise, but may serve as information triage to provide patrons with ready reference assistance, and

LibGuides and databases, which patrons may access by clicking the green dialogue bubble. When chat is unavailable, the green icon will turn gray.

3. Usage-