



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, a job description for the project coordinator, customer feedback form, and press releases.

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](#)

[UCLA Resources for Digital Reference](#)

Includes problem form, troubleshooting tips, staff schedules, scripts, guidelines for staff, and usage statistics.

[UC Irvine guidelines for Virtual Reference](#)

[Question Point user guidelines](#)

A manual for QP administrators.