LOOKING AT THE NUTS AND BOLTS of VIRTUAL REFERENCE

Use the Policies and Procedures for Virtual Reference tables.

- From each section (Service Overview for Users, Examples of Privacy Statements, Guidelines for Staff), select three examples of Policies and Procedures to review.

- Make notes below and bookmark any examples that will be helpful in developing your library's policies and procedures for virtual reference.

Here are sites that provide good examples of the policies and procedures that we will need:

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