

## CHAT REFERENCE POLICY

- **Hours:** Monday-Friday, noon to 4:00 pm. No service during intersession.
- **Eligibility for service:** Chat reference is typically limited to UHD students, alumni, faculty, and staff. All others should use e-mail reference.
- **Inappropriate conduct** will not be tolerated. Users who fail to comply with this policy may be blocked from UHD Library chat in the future.
- **Scope of service:** Chat reference offers assistance for simple research questions, such as how to find books or journal articles on a particular topic, or general information about the UHD Library collections and policies. For questions requiring in-depth research, use our [Ask a Librarian](#) service to arrange an appointment with one of our subject librarians. UHD Library reference services cannot provide medical, legal, or financial advice.
- **Privacy:** The UHD Library Ask a Librarian service records all reference transactions, including the chat conversation and the URLs for all web sites visited. You have the option to email a session transcript to yourself at any time during the session and a copy will be stored in our database. Transcripts maintained by the library will be used for assessment and evaluation purposes only. We will not release any personal data we collect from you to any other party, except when required to by law.