Chat Reference Tips

Are you already familiar with face-to-face, phone, or email reference? Providing chat reference is a matter of translating, adapting, and adjusting what you already know.

General Chat Reference Techniques

- Chat immediately and often
- Take your cue from the learner
- Personalize your messages
- Conduct a reference interview
- Convey encouragement & interest
- Don't chat into thin air
- Give feedback via chat
- Share your search process
- Incorporate instruction
- Maintain communication
- Chat through technical difficulties
- Check-in at the end of the chat to make sure they have all they need

Chat Tips

- Limit library jargon
- Avoid acronyms & abbreviations
- Use chat lingo in small doses
- Don't be a spelling perfectionist
- Type in short sentences
- Use scripted messages wisely
- Avoid one-word responses
- Use emoticons appropriately
- Use ellipses to break up longer sentences

Sharing Links & Page Pushing

- Confirm with the learner that the link has come through
- Use permalinks when available