

## IM Chat Guidelines

### Who can use Augusta University IM Chat?

IM Chat services are provided for Augusta University students, faculty and staff. Other users are welcome to use IM Chat for questions pertaining to Augusta University or Greenblatt Library and its resources.

Chat reference sessions may be terminated and users banned for inappropriate or rude language, harassment of any kind, or repeated off-topic questions. Users of this service are expected to comply with the [Acceptable use of Information Technology](#)

### What kind of Help is Available?

IM Chat reference services are designed to handle questions typically answered at the reference desk, such as questions about finding information on a particular topic, journal citations, etc. Since IM Chat is an online service, we will not be able to search print resources during chat sessions.

### Chat Privacy

Questions submitted to IM Chat reference are archived by Greenblatt Library for internal use and training purposes. All IM buddy names are automatically logged by our chat software. The information is only available to Greenblatt Librarians and staff.

Individual chats will not be shared with anyone outside the library, however, statistics may be generated from chat logs and excerpts may be used for reports or publications. All specific individual information, such as name, email, phone number, etc. will be removed before any transcript is used outside the library.