Email reference assistance is available while classes are in session. Email is monitored 7 days a week. A customized reply to your question may come within minutes or hours, but never more than 24 hours of receiving your email, to the email address you have provided.

**What can you expect?**

- a response from a Young Americans virtual librarian within 24 hours
- instructions for accessing and/or searching recommended Young Americans library databases or trusted websites
- attachments to your reply with screen shots, research guides, videos, links, webpages, if available.

**Please describe your question or research topic with as much information as possible.**

**Scope**
The Young Americans virtual librarians want to help. However, the scope of reference service does not extend to librarians doing the research for your paper for you, but rather in assisting you in the manner outlined above.

**Privacy**
The Virtual Librarian respects the privacy of students and faculty.

**What information is collected?**
Copies of all emails are retained. Survey responses are retained.

**How is this information used?**
The information is aggregated for the purpose of assessment and reporting to support continuous improvement of the Virtual Librarian services and resources. The questions are analyzed to see the amount and types of questions the librarians are asked. This helps to determine the appropriate staffing levels; appropriate response times; and utilization of databases. No person can be identified in the data analysis and the information is not collected for marketing or commercial purposes.
**Who has access to this information?**
The information collected by the Virtual Librarian is only accessible to librarians and staff associated with the Young Americans Virtual Librarian Service.

**Who does the library share the information with?**
Statistics and excerpts generated from emails may be used for reports or publications. However, information about specific individuals (e.g. email, names, phone numbers, etc.) that might be included will never be shared outside of the Young Americans Virtual Librarian Service.

**Usage guidelines**
The Virtual Librarian has a policy of mutual respect. The Young Americans College of the Performing Arts virtual librarians will treat students and faculty with courtesy and respect and they expect the same respect in return from the user. There are several types of behavior that are unacceptable and may cause you to lose the privilege to ask questions again in the future. Deliberately wasting the librarian's time or using language that is offensive, obscene or harassing will not be tolerated.

**Copyright**
As a student you will be doing research in the library and using copyrighted works. The Young Americans virtual library has written permission through licenses with publishers or holders of copyright and others for the lawful use of their copyrighted works in an educational setting. Copyright provisions do not allow the use of copyrighted works to be infringed upon fraudulently and students and instructors must adhere to the copyright laws of the United States. Authorized users must be currently enrolled or employed at The Young Americans College of the Performing Arts and use is restricted to personal use. Secure access cannot be shared nor copyrighted works distributed, used for profit, amended or changed. For more information on copyright go to [http://copyright.gov](http://copyright.gov) or [http://creativecommons.org](http://creativecommons.org)

**We care about the quality of our reference service**
Shortly after your reference interaction, an email will go to you with a link to a survey about our library resources and service. Please take the time to let us know how we did.

**Social Networks**
The Young Americans College of the Performing Arts virtual librarians are unable to accept invitations to social networking sites such as Twitter, Facebook, LinkedIn or invitations to join chat contact lists. Students are requested to please remove virtuallibrarians@yacollege.org from their contact list for the purposes of spam and automatic invitations. If they do not do this they may find their email to the virtual librarian will be routed automatically into a spam list, which may restrict their access to the virtual librarian for legitimate research questions.
Personal Research Consults

While reference service is delivered by email, to book a personal research consult we invite you to email the reference desk at virtuallibrarians@yacollege.org. When requesting a personal research consult please provide your time zone and a minimum two different dates and times to meet in our online meeting room or over the phone. If you wish to meet on the phone, please remember to send your phone number. Our policy is to find amenable times for both you and the librarian to meet.

March 2016
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