

University of San Francisco School of Law
Dorraine Zief Law Library

Instant Message/Chat Reference Service Policy

Instant message research assistance is a service for USF faculty, students, and staff. We give members of the USF Law community using this IM message service priority over USF non-law patrons. If time permits, we will assist USF Law alumni who submit questions via IM.

In accordance with our existing policies, Zief librarians cannot provide IM research assistance to the public. Instead, we will refer public patrons to publicly-funded law libraries. We recommend that members of the public contact the AskNow service offered by the Council of California County Law Libraries. Please refer to our reference service policy for more detailed information about our research support services and the patrons that we serve.

Zief librarians are monitoring the IM service while we sit at the research center desk, so we may need to step away from an IM session to assist patrons who approach us in person or telephone us at the desk.

We will try to let patrons know when we need to step away from an IM research support session. If our chat box or widget displays the message "not available -- please leave a message" please remember to include an email address in your message so that one of our librarians can respond to you.