Reference Service Policy for ECA Students  
(Virginia College, Brightwood, Ecotech Institute, Culinard Institute, Golf Academy)  

Effective October 30, 2017

Email reference assistance is available while classes are in session. Email is monitored 5 days a week, Monday-Friday. You will receive an answer within hours at the email address you provide in the form.

What can you expect?
- a response from an Education Corporation of America Librarian within hours
- instructions for accessing and/or searching recommended Virtual Library databases
- attachments to your reply with sample articles, videos, links, webpages, if available.

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

Scope
The Education Corporation of America 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 Education Corporation of America Librarians 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 Library 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 Education Corporation of America Librarians is only accessible to librarians and staff associated with the Education Corporation of America.

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 Education Corporation of America.
Usage guidelines
The Education Corporation of America Librarians have a policy of mutual respect. The 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 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 Virginia College Online 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 or http://creativecommons.org

We care about the quality of our reference service
Attached to your final reference service reply will be a link to an anonymous survey about our library resources, publications and service. Please take the time to let us know how we did.

Social Networks
The Education Corporation of America Librarians are unable to accept invitations to social networking sites such as Twitter, My Space, Facebook or invitations to join chat contact lists. If a student wishes to Live Chat with the librarian for the purpose of legitimate reference assistance, rather than use email, we invite the student to first contact us via email to set up a time to have a Live Chat or meet in the Library Meeting room in Adobe, regarding their research needs.