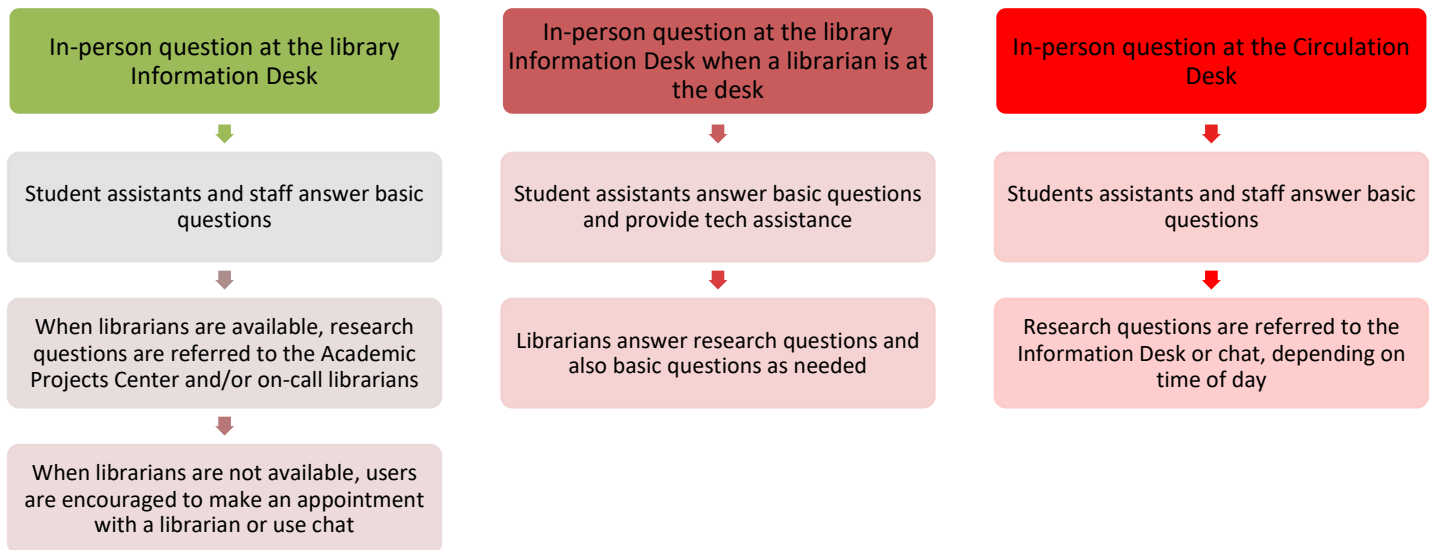


EMU Reference Referral Workflow – In-person



EMU Reference Referral Workflow – Virtual Reference

Chat Question



Chat answered by librarians staffing QuestionPoint 24/7 (sometimes EMU librarians).



Chats requiring follow-up are answered by VR coordinator librarians or referred



Referrals answered by subject specialist librarians or staff in other departments (circulation, tech services, archives)

Email Question



Answered by VR coordinator librarians or referred



Referrals answered by subject specialist librarians or staff in other departments.