



The Online Library
From the University of London

Ask a Librarian Live Code of Conduct

What is acceptable behaviour?

- Using appropriate language
- Asking questions relevant to the Online Library service.
- Treating others with respect.

What is unacceptable behaviour?

Abusive language will not be tolerated and may result in being blocked from using the Ask a Librarian live chat service.

What is the penalty for breaching the code of conduct?

- First offence will incur a 24 hour ban from using the Ask a Librarian Live service.
- Repeat offenders will be banned from using the Ask a Librarian Live service.

The Online Library is compliant with the University's data protection guidelines (<http://www.londoninternational.ac.uk/data-protection>) and data protection law.