



# 5 best practices for chat reference



**1** Greet with a "hello" and "how can I help?"



**2** Keep messages short and clear



**3** Keep a list of common responses to save time



**4** Avoid jargon and abbreviations  
Explain new terms



**5** Check the question was answered

International Federation of Library Associations and Institutions  
Reference and Information Services Section



IFLA Section  
Reference and  
Information Services