1.) What is the purpose of a reference policy?

2.) What eight pieces of information should be included in a virtual reference policy?

3.) Describe in your own words how EACH of the following ethics guidelines affects or applies to reference work in your library.
   a.  ALA Code of Ethics
   
   b.  Library Bill of Rights
   
   c.  Access to Libraries by Minors
   
   d.  Fair, Equitable, and Unbiased Service
e. ALA Policy on Confidentiality of Library Records

f. Freedom to Read