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The scope of a reference search is dependent on the amount of staff time, collection and financial resources available. The extent to which these resources will be used is dependent on the priority of the request. Urgent administrative requests are always given highest priority and every effort is made to locate and obtain information as quickly as possible.

The next priority is requests associated with an institutional project or need, such as a new service or new programming. Extensive use of resources will be made for these requests and deadlines met accordingly. In the case of costly projects, some compromises may have to be made to accommodate the needs of the requestor without unduly diminishing library resources.

The priority of all other requests is determined individually and each is handled as quickly and thoroughly as time and resources will allow. As a general rule, those who are not a part of the campus community and who have time-consuming inquiries, may be referred to public libraries or their own organizations, when appropriate. In cases where the USF Library has special resources in staff or materials and the needs of the user seem to warrant it, assistance beyond the routine may be given.

(Updated: 8/12/03)

Reference Appointments

Reference appointments can be made for any University of Saint Francis students, faculty, alumni or staff. Patrons needing a reference appointment should be referred to the appropriate reference librarian if she/he is available.

When a reference librarian is not available, the patron should be given the option of filling out a Request for Reference Appointment form. If the patron prefers, she/he can contact the appropriate reference librarian directly. Business cards for all reference librarians will be kept at both circulation desks with the reference librarians' contact information. These cards can be distributed to any patron needing assistance.

(Updated: 02/18/2009)