Utah Tech University Library Internal Guidelines & Procedures

Reference

1.1. Prompt and friendly service will be provided to all students, staff, faculty, and administration of Utah Tech University on an equal basis, without discriminating on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, military status or position within the university. Reference service is provided on a first-come-first-serve basis, regardless of whether it is in-person, phone or chat. Librarians provide instruction on the usage of Reference sources, with the aim of teaching patrons to be independent researchers. Questions requiring in-depth knowledge of a subject or resource may be referred to an appropriate subject specialist, who will contact you directly.

1.2. The identity of a patron and the nature of the question asked will not be made known to other library patrons or outside agencies. However, this information may be communicated to UT Library staff or other libraries' personnel if referral and/or follow-up assistance is requested by the patron.

1.3. Reference services are provided primarily for Utah Tech University students, faculty, and staff; and for anyone who is connecting to the service from a computer on the Utah Tech University campus. Other users are welcome to use these services for general reference requests or questions dealing specifically with information about the Utah Tech University, as well as about the library and its collections. In-depth research questions are best addressed to your local public library.

2. What kind of help is available?

2.1. Email, chat, and phone reference services are designed to handle questions typically asked at our desk, such as questions about finding information on a particular topic, journal citations, phone numbers, and definitions. Chat and phone services depend heavily on online resources; when we are on the phone or chat, we are unable to consult print materials in other parts of the library's collections.

2.2. Questions requiring in-depth knowledge of a subject or resource may be referred to an appropriate subject specialist, who will contact you directly. A referral may cause a slight delay in the response time. Individual appointments can be made with a librarian.

2.3. Response time for email reference queries is 48 hours, when the Library is open. Most questions will receive a response within 24 hours.

3. Help we cannot provide

3.1. Though most requests submitted through these services can be accommodated, there are a few things that cannot:

    3.1.1. Requests for legal, medical, financial or tax advice.

    3.1.2. Requests for genealogy or family history research. (These may be addressed through our special collections department)

    3.1.3. Test proctoring (contact UT's Testing Center).

    3.1.4. Grant writing

Guideline Owner: Dean, Library & Open Learning Services

Revised: August 2022