



PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Reference and Information Services

03.04.01 Customer Information Services

PCCLD staff provide assistance to customers in an efficient, courteous and timely manner. Information services available include, but are not limited to: providing answers to ~~directional or referencespecific~~ questions, suggesting or locating library materials and electronic resources in response to customer's stated information needs or reading interests, community resource referrals, and instructional services on the use of the library and library materials. All requests for information services are confidential.

PCCLD collections contain information that is organized for customer self-service and research. ~~The library staff will provide information retrieval and reference supportlook-ups in response to a customer's factual question in a timely manner. Extensive staff research assistance is not available. Inquiries requiring in-depth research assistance may be available by appointment.~~

Customers will be referred to other online services and electronic databases, ~~via the Internet, Interlibrary Loan,~~ or to other libraries or agencies when information sought is not sufficiently available within PCCLD collections.;

The library provides a ~~fee-based~~ document delivery ~~fee-based~~ service ~~to includeconsisting of printed articles from copies from obituaries, microfilm, library databases or the Internet, PCCLD periodicals, magazines, newspapers and other library reference materials. A fee-based faxing service is also available at all library locations. Fax service is limited to information provided as part of the document delivery service.~~

The library reserves the right to limit or deny information services to customers who are in violation of PCCLD's Acceptable Use and Safety Policy, United States copyright laws, or PCCLD licensing agreements.

See Also: 03.02.05 Library Fees
 03.02.08 Copyright and Licensing Agreements
 03.06.01 Acceptable Library Use and Safety