UCSF Fresno Medical Library Reference Services Policy

1. Mission of Reference Services

The primary mission of the staff at the UCSF Fresno Medical Library is to provide the highest quality reference and information services in support of the teaching, learning, and research of the students, residents, faculty, and staff of the UCSF Fresno community. The secondary goal is to educate library users concerning resources in order to help them become effective users and consumers of all types of information.

2. Basic Guidelines for Provision of Reference Service

- All library staff members will be approachable and friendly.
- All reference transactions will be confidential.
- The reference librarian or a library staff member will assist users in locating information, but cannot interpret or comment on the content of that information. The library staff refers to RUSA’s Guidelines for Medical, Legal, and Business Responses.
- Accuracy is a primary goal of reference service, but the reference librarian or library staff member cannot guarantee the accuracy of any published information. The library staff refers to the Medical Librarian Association Policy Statement: Role of Expert Searching in Health Sciences Libraries.

3. Types of Reference Service

There are different types of reference services. Questions may range from basic directional or procedural questions to in-depth mediated searching. In the case of most reference transactions, it is the goal of the library staff to inform and educate the users on how to conduct their own searches.

Below is a list of reference services available to users:

- Directional or procedural questions (photocopyer, printer, policy, etc.)
- Ready reference -- Single source searches with quick, factual answers; location of known library items
- Instructional reference -- How to access or use library resources or how to develop an effective search strategy
- Introduction to new library technologies
- Mediated searching -- Searching that requires mediation from the librarian and extends beyond 25 citations is considered a mediated search service. Please meet with the librarian at least two weeks in advance of your deadline to discuss the details and determine the appropriateness of librarian participation.

The following searches and services are not conducted by the medical library staff, although users with such questions or needs will be referred appropriately.

- Genealogical searches
- Trivia searches for contests or game shows
- Proofreading
- Typing or preparation of documents and presentations

4. Search Agreement

While searches are constructed carefully, no guarantee of completeness or accuracy can be made. All searches are offered to UCSF Fresno students, residents, faculty, and staff at no charge.

5. Service Points

Reference services are available in person, by appointment, by telephone, and email.

Visit the library at the UCSF Fresno Medical Education and Research Center:

UCSF Fresno Medical Library
155 N. Fresno Street
Fresno, CA 93701

559-499-6505

www.fresno.ucsf.edu/library-services/

This policy will be reviewed annually for accuracy and currency, and revised as necessary.