RESERVE A LIBRARIAN
SUPPLEMENT TO REFERENCE SERVICES POLICY

1. INTRODUCTION: Recognizing that some library patrons may have questions or information needs that exceed the scope of what may be handled across a service desk, the Athenaeum offers a Reserve a Librarian service. RAL provides one-on-one staff member assistance for one patron in accessing library supported services.

2. EXAMPLES OF SERVICE: Typical RAL transactions might include:
   - Setting up a free email account on library computers
   - Learning how to access library digital content with a personal device
   - Receiving suggested strategies and resources for a research project.
   - Introduction to searching Foundation Center resources.

3. EXAMPLES OF EXCLUSIONS: Transactions not accepted for RAL include:
   - In depth genealogical searches
   - Personal computer or device set up
   - Personal computer or device system software upgrade or routine maintenance tasks
   - Actions that require decision making in financial, legal or medical matters beyond the scope of library reference service (such as filing income taxes)
   - Language or literacy tutoring

4. HOW TO ACCESS: Staff are empowered to identify questions that come across public service desks as appropriate for RAL attention. Patron name, contact information and inquiry will be taken; and a Supervisor or delegate will determine which staff member is best suited to handle the inquiry. The designated staff person will arrange an appointment with the patron, taking into account the departmental work schedule, and reserve any necessary library resources.

5. PARAMETERS:
   5.a. RAL transactions are intended to provide a limited amount of personalized service and must be fairly apportioned among patrons.
   5.b. RAL transactions will generally be limited to one hour.
   5.c. RAL service to any particular patron will be generally limited to once per month.
   5.d. Other general provisions of Reference Services Policy apply.

6. EXPECTATIONS: RAL service is intended to assist a patron with an identified task or provide limited instruction in obtaining a skill. It is the library’s expectation that patrons move forward using what they’ve learned in an RAL session to become more independent.