THE UNIVERSITY OF MICHIGAN

STANDARD PRACTICE GUIDE

SECTION: Libraries
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SUBJECT: Reference Services
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APPLIES TO:
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I. The Reference Department of the Harlan Hatcher Graduate Library provides reference and research services to the faculty, staff and students of the University of Michigan, as well as the larger scholarly community. General assistance, as well as in-depth research consultation in the humanities and social sciences, is provided by the staff of the department. The reference collection is comprised of about 20,000 titles. The Reference Department is located on the second floor of the Graduate Library.

Also in the Graduate Library is the Documents Center, which is a depository for United States, United Nations, and State of Michigan documents. It also contains documents from a number of other national and international organizations. Reference service in using these documents is available.

II. The major reference collections for many subject fields are found in the appropriate branch and divisional libraries, (e.g. Engineering Library, Fine Arts, Taubman Medical.) These libraries also provide full reference assistance in their subject areas.

III. The Reference Departments in all libraries provide electronic reference service, including online search services in a variety of subject areas, through local and vendored databases and CD-ROM work stations. Faculty, staff, and students may also refer questions electronically to the appropriate Reference Department through the University's electronic message system on MTS.

IV. Library Instruction

All libraries provide workshops and classes for faculty, staff and students in a variety of areas, including the use of many sophisticated databases; MIRLYN (Michigan Research Library Network), the Library's own automated library system; and specific classroom or research assignments. Workshop schedules are available at all libraries at the beginning of each term.

V. Photocopying

Self-service machines are available in all campus libraries. Most machines operate by VendaCards, which are available in dispensers throughout the libraries. A limited number of coin copiers are also available, at a slightly higher price per copy.