REFERENCE SERVICES POLICY

Primary Clientele

The primary clientele of the McKillop Library include the entire student body, faculty, and staff of Salve Regina University. Primary clientele are given priority service over any secondary or outside clientele. Reference librarians reserve the right to ask Salve students, faculty and staff to display their Salve identification. Salve Regina University, as a private institution, has the right to restrict library services to ensure its primary clientele receives the best possible service available when conducting research and completing assignments. Services provided by the reference librarians and support staff, such as face-to-face, telephone, and e-mail assistance, will primarily address academic research needs. The librarians and staff reserve the right to discontinue service to clientele who communicate inappropriately or ask non-academic questions. Use of computers in the library should relate primarily to research and assignment completion. Patrons should adhere to the Information Technology Computer and Network Use Policy when using library computers.

Alumni, Circle of Scholars and Friends of the Library

Alumni, Circle of Scholars and Friends of the Library are entitled to reference services, on-campus use of the reference print and electronic collections, and the library catalog. Members of these groups may be asked to display their Salve library card or another form of identification to the reference librarian on duty. Off-campus access to the library's subscription databases, due to vendor licensing agreements, is reserved for current Salve students, faculty and staff. Requesting materials from other Higher Education Library and Information Network (HELIN) libraries is also restricted in this manner. The reference librarians will direct these individuals to assistance at their local institutions.

Secondary Clientele

Secondary clientele include students and faculty from surrounding colleges who are members of the HELIN consortium or who have been issued a Consortium of Rhode Island Academic and Research Libraries (CRIARL) card. Reference librarians will provide service to those patrons only after Salve students, faculty, or staff have been served. Library staff reserve the right to ask HELIN and CRIARL patrons to show identification from their home institution.

Outside Clientele

Outside clientele, or users of the library from the local community and colleges not participating in the HELIN or CRIARL, will be served only after all primary and secondary clientele have been helped and if there are no other pressing duties. If Salve reference librarians are unavailable to assist outside clientele they will be directed to reference services available through the Ocean State Library system or through the state system of colleges (CCRI, RIC, and URI). These institutions, because they are funded with taxpayer monies, serve all Rhode Island taxpayers. Reference librarians on duty who receive questions from outside clientele will provide these patrons with library phone numbers and other contact information to assist them. AskRI http://www.askri.org/ provides online reference service through the Statewide Reference Resource Center at the Providence Public Library.