

Minneapolis Community & Technical College Library Reference Policies

The reference policies of MCTC Library support the [mission of the library](#).

Reference Style in the MCTC Library

Members of the library faculty at MCTC are committed to providing excellent reference services to the students, faculty and other patrons who comprise the MCTC community. The primary objective of the library faculty is to effectively match patron needs and requests for information with appropriate resources. In accord with the instruction/teaching model of the library and the Information Studies program, members of the library faculty seek to promote and to perfect the student's understanding and implementation of the research process in a non-threatening and supportive environment. The style and the delivery of reference service provided to the MCTC community by the library faculty is an extension of their commitment to teaching. Reference service provided by the faculty will, whenever needed or feasible, provide patrons with intensive one on one instruction in the use of information resources.

Patrons are also welcome to make an appointment with or (at the discretion of faculty member) drop in on an individual member of the library faculty to discuss research topics and projects.

Reference Desk

A member of the professional library faculty staffs the Reference Desk during most regularly scheduled hours. The first research experience of our patrons with the library should always be with the Reference Librarian on duty at this desk. The services of the Reference Librarian include the instruction in the use of print and computerized information resources:

- Locating books and periodicals in the online catalog
- Use of online databases
- Use of Internet search engines
- Use of print indexes
- Use of microfilm/microfiche readers
- Use of Interlibrary/Minitex services
- Using other resource tools as needed

Other services

- Accompanying a patron to look for a book or periodical

Reference Services that are not available

- ***Medical/Legal Advice***
Reference assistance does not extend to providing legal/ medical advice or opinions, or providing interpretations of statutes, court decisions.
- ***E-Mail/Telephone***
Telephone or electronic e-mail reference services are not available.

Reference Materials in the Reference Area

Materials shelved in the Reference Area (designation REF) do not circulate outside the library. Under special circumstances and with the approval of a librarian, selected reference sources may circulate to a MCTC faculty member for a limited time.

Use of the Computers in the Library

The computers in the library are to be used to conduct legitimate research only in the online catalog or on the internet. Computers are not used for word processing or for sending and receiving e-mail. Students who are enrolled in a course in Information Studies have priority in the use of the classroom computers.

Cellular phones

Patrons must either turn off or set their cellular phones and/or pagers to vibrate when entering the library. Patrons must leave the library to initiate or return calls.

Paging system

The library does not have a paging system. Whenever possible, a member of the library staff will attempt to locate a patron within the library.

Patron use of the reference/staff phones

With the exception of emergencies, library phones are for staff use only. Public pay phones are available on the first floor of the Helland Center.

FAX Policy

The Library does not send or receive personal faxes. Librarians do not fax materials to users.