



## **THE SOUTHEASTERN REFERRAL CARD**

Your patrons can tap the varied resources of Southeastern area libraries more rapidly and more effectively through well-directed visits to a specific library rather than through regional interlibrary loan. Southeastern's Referral Card service allow for these visits to be more profitable for the library user and easier for all. Use of the Referral Card eliminates random, often fruitless library visits. And because the request is written on the card, the time of both staff and patron are saved.

The Referral Card was devised so that reference librarians can use it with prudence to make referrals to other libraries when they have exhausted the resources of their own collections. *It is intended to be used for specific (item and or subject area) referrals.*

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### What you can do to make it work

The Referral Card is intended for specific research referrals to other libraries with limited access to “outside” library patrons. The Referral Card cannot be issued for general use of another library, nor is the personal convenience of the reader sufficient reason to issue a card.

Before issuing a card be certain that your own library does not meet the patron’s needs. Conduct a thorough “reference interview,” do not take the patron’s word that material is not available in your library.

Before issuing a Referral Card, phone the library to verify ownership of the materials and to be certain that the reader will be admitted. Determine onsite access to licensed electronic databases. Library access policies are also available via the Interlibrary Loan Directory for the Southeastern Region available at [http://reg.senylrc.org/ill\\_dir/](http://reg.senylrc.org/ill_dir/). (Some instructions restrict outside use during holiday periods, intercessions, etc.). Identify the specific location and contact person for the patron.

Although such materials as state and federal documents are freely accessible to Southeastern members, the Referral Card will ease the patron’s way.

Inform the patron that access to another library does not guarantee that materials will be available at a particular time, unless specific assurances have been given. If assurances seem necessary or desirable (as in the case of handicapped persons), the special circumstances should be discussed by phone and noted on the back of the card.

Inform the patron that the Referral Card does not authorize the borrowing of books from another library. It permits on-site (in library) use of the item and/or subject area.

The length of time that the patron may use the facility should be determined at the host library in relation to the complexity of the material to be consulted and the rules of the institution. If additional visits are permitted, in-house identification should be provided, or less formal arrangements made.

*The staff of the host library should collect the card when the user first presents it. You may wish to add these to your statistics. At the end of each month, staff should send all cards received to:*

**SENYLRC  
21 S. Elting Corners Road  
Highland, NY 12528**

For Referral Card information, call (845) 883-9065.