Reference Service~

Archival reference service is similar to library reference service, but here are a few things which may vary & also be very important~

- **Restrictions on use**~ you must enforce them
  - Statutory or Judicial ~ avoid lawyers’ & medical case files
  - Business confidential
  - Donor requested ~ make sure the restrictions are spelled out in the deed of gift

- **Copyright** ~
  - Do you have copyright?
  - Do you have copyright holders’ authorization for research publication use?
    - You can sometimes reach a “fair use” agreement with copyright holders
  - See Lolly Gassaway’s table, When U.S. Works Pass Into the Public Domain
    [http://www.unc.edu/~unclng/public-d.htm](http://www.unc.edu/~unclng/public-d.htm)

- **Copy fees** ~
  - To discourage requests to copy whole collections charge both a per page fee & a staff productivity fee

- **Referrals** ~ be familiar with what other collections include~
  - No collection includes all relevant information, so help the patron locate collateral resources
  - It will strengthen your patrons’ appreciation for you