

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>*
- *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*