

READING ROOM PROCEDURES – STUDENT ASSISTANTS

PURPOSE

Defines the goals, ethics and scope of service provided by student assistants in the Special Collections reading room. It is intended to provide guidance for student assistants to help and provide materials to researchers using the reading room.

GOALS OF SERVICE

1. Provide effective and courteous assistance to researchers using materials in Special Collections/University Archives. If student assistants are unable to fully address the needs of the researcher, they will refer to researcher to a member of staff.
2. Ensure researchers comply with the [Guidelines for Use of Special Collections](#)

ETHICS, CONFIDENTIALITY & IMPARTIALITY

Strive to handle all inquiries with impartiality and confidentiality in a courteous and efficient manner. Generally, no distinction is made about the purpose of the inquiry or the use of the information, but restrictions arising from donors, statute, or copyright may apply to some materials. Requests for information and resulting researcher records shall be kept confidential.

SCOPE OF SERVICE

- Welcome researchers in a friendly and courteous manner. If currently assisting another researcher, acknowledge new arrivals and, if necessary, ask a member of staff to provide additional assistance. Ensure that researchers leave personal items on/under the table near the door.
- Check for any restrictions listed on the relevant finding aid before obtaining requested items. (If in doubt where an item is shelved, or if restrictions apply, ask a member of staff!)
- Observe researchers to ensure compliance with the Guidelines for Use of Special Collections, paying particular attention to: the use of anything other than pencils for writing; eating or drinking in the reading room; incorrect use or handling of materials. Either inform researchers of non-compliances, or ask a member of staff to do so.
- Assist researchers to navigate Special Collections/University Archives webpages and/or conduct online searches
- Refer all requests for copying / reproduction of materials to a member of staff.
- Accept items returned by researchers and either shelf immediately or place on cart in workroom for shelving later. (If in doubt where an item is shelved, place on cart or ask a member of staff.) Ensure all materials have been returned to archive boxes and none have been left on tables or fallen on the floor.