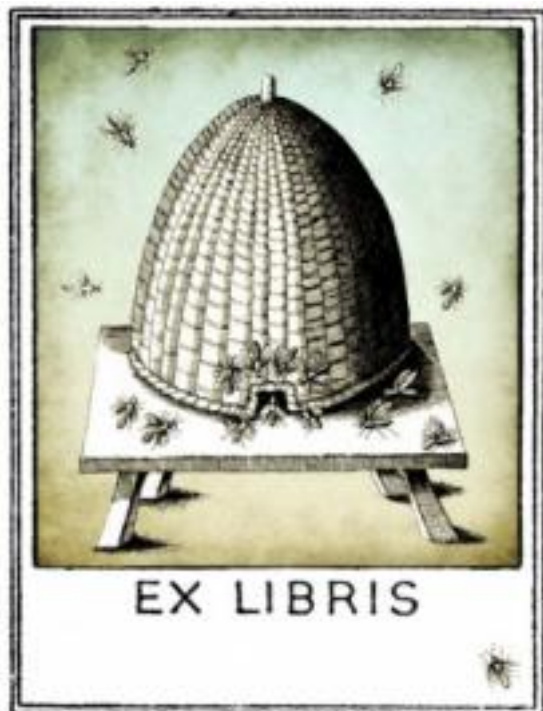


## Library Reference Desk Frequently Asked Questions



**Q. What is Ask a Librarian?**

A. Ask a Librarian is a website reference service that provides brief answers to factual questions, as well as suggestions for resources that might help you find what you need.

**Q. When is this service available?**

A. Ask a Librarian is available for submitting questions 24 hours a day, 365 days a year; however, librarians only answer questions during the days and times that the library is open. Customers seeking immediate answers should use our telephone reference service, which is available Monday - Thursday from 10:00am - 9:00pm, Friday and Saturday from 10:00am - 6:00pm, and Sunday from 1:00pm - 6:00pm. The number for telephone reference is 503.675.2540.

**Q. What kind of questions can I ask?**

A. Our website reference service is designed for specific questions with brief, factual answers. In-depth research should be conducted at the library.

**Q. Is this service available in other languages?**

A. Ask a Librarian is not available in other languages.

**Q. Who will be answering my question?**

A. The Lake Oswego Public Library is committed to having your questions answered by professional librarians with a Master of Library Science (MLS) or Master of Library and Information Science (MLIS) degree. As a standard library practice, the source from which an answer is obtained will be cited. This will allow you the opportunity to further explore the subject at hand.

**Q. Will my confidentiality be protected?**

A. Yes! The Lake Oswego Public Library observes a strict confidentiality policy; however, you should be aware that the Internet is not a totally secure means of communication. The information submitted is used for library business only and will not be sold, distributed, or used for commercial or marketing purposes. Once the reference transaction is complete, no records of this transaction will be kept.

**Q. What kind of answer will I get?**

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A. If you have asked a specific, factual question, you will receive a brief answer. For questions with a broader scope, you may get a possible place to check or start your research.

### **Q. What can I do if this service cannot answer my question?**

A. If Ask A Librarian does not provide a satisfactory answer to your reference question, you may call the Lake Oswego Public Library Reference Department at 503.675.2540. Our hours of operation are Monday - Thursday from 10:00am - 9:00pm; Friday and Saturday from 10:00am - 6:00pm; and Sunday from 1:00pm - 6:00pm.

### **Q. Can I ask questions about my library card account?**

A. For questions about your library card account, please visit the Circulation Department web page or phone 503.636.7628.

### **Q. How and when may I expect an answer?**

A. Our goal is to respond to your request as soon as possible. If you have time constraints, please provide us with that information.

## Web Links

[Circulation Department](#)

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<http://www.ci.oswego.or.us/library/library-reference-desk-frequently-asked-questions>