Standards for Research Consultations

General Information

The Library provides students with the option of scheduling up to one hour of librarian time for in-depth library research assistance for specific assignments and/or projects, discussion of print or digital information objects, or a library orientation on services and resources. These sessions are designated as a “Reference Consultation”.

Reference Consultation Formats

Students are welcome to request librarian assistance (available for all assignments, projects, or general queries), through phone, email, in-person request, Schedule Appointment button in the librarian profile box in all Library Research Guides, or Reserve a Room Form; http://librarysmr.franklin.edu/.

Appointment Information

All appointments

• Students may request a session for any time period that the library is open for business.
• Students are not limited to any specific number of appointments per week, per subject, or date.
• Students who do not have an appointment are welcome to request a same day Reference Consultation. However, if staffing levels preclude this, the student will be advised to visit http://librarysmr.franklin.edu/ to set an appointment.
• Requests for specific librarians will be entertained, but may not be honored, depending on staffing levels.
Online Appointments

- Are held via FranklinLive!, in a specific Library Research Consults “room”. Do not use the FranklinLive! “room” on your course website. We will send you the appropriate link for your appointment via email.
- Technology issues will not necessarily excuse you from missing session appointments. If you have technical issues during the Research Consultation session, please contact the helpdesk for assistance at http://www.franklin.edu/student-services/technology-resources/help-desk/, and notify the library.

Librarian Expectations:

- Contact the student within 24 hours of assignment via phone or email confirming the date, time, and the format of the consultation.
- If the format is Franklin Live, the librarian assigned will send a confirmation email to the student.
- Maintain communication with the student.
- Verify and validate that session deliverables satisfied student requirements.

Appointment Policies for Students:

1. **Be on time.** The librarian will wait no more than 10 minutes for a FranklinLive! appointment; thereafter, your appointment will be lapsed and considered a “no show.”
2. **Missed appointments.** Students who fail to attend scheduled appointments will be considered a “No Show”. At the discretion of library administration, students may be permitted to re-schedule another appointment in the same week to make up for missed appointments.
3. **Suspension of Appointment Privileges**—Please try to keep your appointments. Let us know ahead of time if you need to cancel. After two missed appointments (including late cancellations), appointment privileges will be suspended for the remainder of the trimester. This policy is consistent with that of other student service departments on campus and helps us stress the value of our staff time. Students will be notified via email of any attendance policy violation. All students are eligible to receive reference support on a walk-in basis.

4. If you have any questions regarding these policies, contact the Library at (614) 947-6550, toll-free at 1-866-341-6252 or via email: library@franklin.edu.