PATRON ASSISTANCE PROVIDED AT ALL PUBLIC SERVICE DESKS
University of Arkansas Libraries

Basic navigation of the Libraries’ home page

Hours of operation for the main library, departments, and branch libraries

Locations and times of events in the Libraries listed in the online calendar

Directions to library departments and branch libraries, and to:

- the nearest drinking fountain
- the nearest public restrooms
- instruction/meeting rooms
- Lost and Found
- where to get change
- public telephones
- photocopiers

Directions to other specific locations within Mullins Library:

- photocopiers and Razorbuck$ dispenser
- General Access Computer Lab (Lobby Level)
- Library Human Resources Office (MULN 213A)
- Dean’s Office (MULN 206A)

Basic searches using InfoLinks for a specific title or author to identify:

- call number
- location
- availability/status

Refer further questions to desk supervisor or the Reference desk. You may use this referral form.

Accepting messages for employees within the department or branch and referring patrons to other departments

Special assistance in using the resources of the Libraries

Personal information about the Libraries’ employees:

- Questions about an employee’s schedule—disclose posted schedule or refer patron to employee’s supervisor or department head.
- Questions about an employee’s name, home phone number, etc.—direct patron to the campus directory (LD 228 .A39) or online directories.
- Questions about an employee’s work history or related questions—refer patron to the Library Human Resources Office (575-3080).

NOTE: Release no information about other patrons’ use of library resources. This is confidential information; forward requests immediately to your supervisor or the Director for Public Services (575-7795). See Patron Privacy Policy.

April 20, 2009–pjj