Procedure for Reference Services

The Reference Department is available to perform Reference Assistance and limited Technological Assistance to patrons.

Requests for Reference Assistance

Requests for Reference Assistance may be made in person, over the phone by calling (978)774-0554, or via email to danversref@noblenet.org.

In most cases, there is one staff member at a time available on the Reference Desk. If possible, we will try to answer your inquiry on the spot. In cases where the Reference Department is busy or the Request requires a more time intensive, in-depth review, we will take down your contact information and work on the Request as we are able. If this happens, we will do our best to let you know how long we expect the Request will take. Please understand that this is just an estimate and that we will do our best to honor it.

We will take Requests For Reference Assistance on a first-come, first-served basis. Reference staff on duty will work on questions in the order in which they are received. Patrons may not direct their Request to any individual staff member, as this is disruptive to our workflow. If a patron desires follow-up assistance with an individual Request, the Request will be directed to the staff member who initially completed the Request if possible.

Requests for Technological Assistance

Requests for technological assistance should be made in person. Because devices and interfaces can and do vary widely, we cannot guarantee we’ll be able to provide Technological Assistance via phone or email, however we will do our best.

We can provide basic troubleshooting assistance and instruction for all online library services and library equipment. For more in-depth assistance, we may require you to make an appointment.

We will also do our best to help provide basic troubleshooting and assistance for devices and related software. Please understand that we are not software experts and may not be able to provide help in all cases. For more in-depth assistance, we may require you to make an appointment.

If you have been working on a Technological Request with an individual staff member we will try our best to assign the appointment to that staff member again, however please understand that this may not always be possible.