

Reference Services

Reference services include, but are not limited to, answering directional and general information questions, providing instruction in the use of library resources, assisting with the use of reference material, creating and maintaining a collection of reference material.

- **In person** reference services are provided at the reference desk all hours that the library is open. As a general rule, service to patrons who come to the reference area takes priority over any other activity.
- **Telephone** questions are answered as soon as possible but do not take precedence over patrons waiting at the reference desk.
- **E-mail** questions usually have a 24-hour turnaround time.
- **Chat** service is available at all times via our shared cooperative service with other libraries.
- **Individual Consultations** are offered by appointment to assist researchers with in-depth projects.

Feedback regarding Reference service and Reference policies should be directed to the Coordinator of Reference Services.

Reference materials do not circulate. Any questions or exceptions regarding this should be referred to the Coordinator of Reference Services.

The primary objective of the Reference Unit is to provide information and services to support the academic and research needs of CWU students, faculty, and staff, as well as to the general public. Reference staff assists patrons in the location, use, and understanding of information resources, teaches effective search techniques, and trains in the use of library resources. Whenever possible reference staff will not only provide information and answers but will assist patrons to research independently.

Library Users

Our primary patrons are the university's students, faculty, and staff; and all are entitled to the same high level of service. Services and facilities are available to the general public, though current members of the university may be given priority in the use of any service or reference tool.

Reference Services For Centers And Online Students

In addition to the main campus Brooks Library, CWU Center students may use local partner community college libraries and their staffs, although most of their library resources are chosen for programs offered by those colleges, and may not provide the books and materials specific to your CWU courses.

- CWU Center students may call the Brooks Library Reference Desk during regular operating hours at 1.800.290.3327.
- You may also [Ask a Librarian](#) which allows you to send an email request for reference assistance, or

CWU Des Moines Users may contact the library at desmoineslib@cwu.edu, or call Des Moines Resource Coordinator, at 206.439.3800 ext. 3860. Hours can be found in the right-hand column of this page.

CWU Lynnwood Users may contact the library staff at lynnwoodlib@cwu.edu, or call Lynnwood Resource Coordinator, at 425.640.1574 ext.3750.

For additional help, use Ask A Librarian in the upper right of this page, or Help on the left of this page.

If you are having difficulty connecting from off-campus, please refer to our [Guide to Connecting from Off-campus](#). You may also call our toll free telephone number at 800.290.3327 for further assistance.



Source URL: <https://www.lib.cwu.edu/CentersReferenceServices>