



# Reference Assistance Procedure



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# Reference Assistance Procedure

Client approaches the librarian/section in-charge and queries.



Librarian/Section in-charge conducts reference interview.



If the type of query is directional the Librarian/Section in-charge directs client to available resources by checking at the Online Public Access Catalog (OPAC). If there are no available resources to answer the query, the client can research to other universities provided with a research permit.