

## REFERENCE CORRESPONDENCE POLICY

The UPLB University Library, Reference Service will respond primarily to reference and information queries of its constituents (students, faculty and staff) and thereafter, the needs of other libraries, government and private researchers and member of the public.

Library staff can respond to specific queries and more in-depth research available from the Library holdings and electronic resources and the Internet.

Requests are answered in the order they are received and clients should submit only one request at a time and should wait for a reply before submitting another. Indicate full name, affiliation (university or institution), valid e-mail and clear details of query. A reply will be sent within 3 to 5 days.

Reference Librarians cannot answer information connected with contests, completion of school or work assignments, nor research in heraldry/family history. Moreover, we discourage requests on translations, compilation of family lineages, determination of parentage, location of missing persons, compilation of extensive bibliographies and extensive photocopying projects.

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