



The Mission of the Fluvanna Free Library is to offer information, education, and entertainment to the public through books, DVD's and computers.



PATRON RESEARCH ASSISTANCE POLICY

1. It is advisable for a library patron to make an appointment in advance when needing assistance with research or other individualized requests either by phone or in person. This can be done by calling the Fluvanna Free Library at 716.487.1773 or by emailing the library at info@fluvannalibrary.org.
2. When in person, requested reference will be conducted at the circulation desk. Patrons are not permitted behind the circulation desk. The librarian will not sit at a public computer when providing research assistance to a patron.
3. Appointments and/or assistance for research purposes, whether in person or by phone, are not to exceed 15 minutes, timed by the library staff. After such time, reference sourced based on copyright guild lines, may be printed out at the patron's request and expense.
4. The librarian is not responsible for typing papers, reports or taking dictation. No Exceptions.
5. Patrons requesting assistance without an appointment will be assisted by the library staff in a timely manner based on librarians available scheduling and the needs of other patrons present. Requesting a specific staff person is not permitted.
6. Reference requests by phone are limited to 15 minutes per call with a limit of one call per day and three (3) calls per week
7. Reference assistance, either in person or by phone, is only available Monday – Friday from 11-5 and Saturdays (March 1- November 30) from 11-1.

Online reference assistance is available by accessing all Member Library websites and the website of the Chautauqua Cattaraugus Library System.