



## Undergraduate Research Appointment Services Policy

Undergraduate Research Appointment Services supports the missions and strategic goals of the Kennesaw State University (KSU) Library System and the University as a whole. The mission of the Library System, the needs of the user, and the professional judgment of the library faculty will determine the appropriate level of service. Since the KSU Library System is a unit within an educational institution, research services are primarily instructional in nature. Library faculty foster patrons' information literacy and self-sufficiency by teaching research methods, print and virtual research tools and research material evaluation. Research services include assistance developing research strategies, and assistance identifying, locating, organizing, and retrieving information from all available sources.

The KSU Library System provides research services at all KSU Libraries. Research appointments are provided by appointment only and can be conducted in person or virtually. The Research Support Librarian will only honor requests made to resolve a specific research question. Research appointments are not to be used in place of a library instruction session or reference transaction. Reference transactions are defined as a quick information consultation lasting no longer than 15 minutes. These sessions are used to help meet the needs of an informational nature (i.e. Do you have this book? How do I find this article? Etc).

Undergraduate appointments must be requested at least **four days** in advance. Appointments are scheduled for **30-45 minute** sessions. During the session library faculty will provide accurate and timely information in response to questions pertaining to the student's research needs asked prior to the appointment. These questions are to be submitted through the request form or emailed to the assigned librarian within **24 hours** of appointment approval. Should a student require more than one research appointment per class, the library faculty conducting the appointment will contact the Research Support Librarian on behalf of the student. The Research Support Librarian reserves the right to refuse any request that violates the terms of the service's policy (i.e. inappropriate behavior, request timeline, etc.). For more information on research services offered at KSU please see the [Research Help](#) page.

**Code of Ethics** - All research appointments between library faculty and users, regardless of whether they take place at a formal service point or in some other context, will be governed by the standards articulated in the [Code of Ethics of the American Library Association](#).

**Commercial Products and/or Services** - The Library System will not provide recommendations on commercial products and/or services not related to library resources in response to queries but will refer users to sources of information on these topics.

**Competencies** – All library faculty providing research appointment services will adhere to the highest standards of knowledge and proficiency possible.

Drafted by Mary Margaret Cornwell, Research Support Librarian, May 12, 2020  
Approved by Ashley Dupuy, Department Chair of Public Services, July 17, 2020



**Electronic Service** - These services—virtual research appointments—are intended for Kennesaw State University students. Requests for appointments from non-affiliated users will be approved at the discretion of the Research Support Librarian.

**Equity of Service** - Library faculty will provide research services to all users without discrimination based on race, color, sex, sexual orientation, age, religion, national origin, KSU status, or disability. Should you require assistance or have further questions about the ADA, please contact:

Student Disability Services (SDS)

- <https://sds.kennesaw.edu/index.php>
- Kennesaw: 470-578-2666
- Marietta: 470-578-7361

**Legal, Medical, Tax, Political, or Personal Advice** - The Library System will not provide legal, medical, tax, political, or personal advice in response to research queries. Specific information may be read from manuals, but in most circumstances, users will be referred to sources of information from which to draw conclusions.

**Liability** - The Library System assumes no liability for any misinformation and/or interpretations drawn from sources cited in response to queries.

**Patrons** - The primary community served by KSU Library System consists of current students, faculty, staff, and administrators of Kennesaw State University. Outside users are welcome at any KSU Library. Research services provided by KSU Libraries to non-affiliated users (visitors, other librarians, independent researchers, etc.) does not take the place of services provided by their primary library - whether school, public, academic, or special. KSU alumni and retired KSU employees with active status also receive reference services dependent upon availability. Please see the [Frequent Asked Questions](#) on the library homepage for more information.

**Disclosure** - The Research and Instructional Services Unit reserves the right to revise these policies as required by organizational changes.