

## Lower Merion Library System -- E-Reference Policy

### The Basics

- *Ask a Librarian* is available to all LMLS patrons with a valid library card.
- *Ask a Librarian* is intended for questions that can be answered quickly and effectively online, or with resources available in the library.
- *Ask a Librarian* reserves the right to decline, refer, or limit any search.
- *Ask a Librarian* will make every effort to respond to your question within 48 hours, excluding weekends.

### Beyond the Basics

- *Ask a Librarian* will make every effort to protect your privacy during search procedures but cannot guarantee the security of all transmissions.
- *Ask a Librarian* cannot be held responsible for privacy or security issues encountered in the use of any electronic source to which you may be referred.
- *Ask a Librarian* can not be held responsible for the quality, accuracy, or currency of any information we supply. Even long-trusted traditional sources are not infallible.
- *Ask a Librarian* may refer you to legal or medical resources for information. These referrals are not to be construed as advice.

### What We Don't Do

- *Ask a Librarian* is not a document delivery service. If traditional Interlibrary Loan service cannot answer your document needs, you may be asked to come into the library to pursue your search.
- *Ask a Librarian* does not provide genealogical research. [Click](http://www.lmls.org/research_genealogy) here for related web sites. ([http://www.lmls.org/research\\_genealogy](http://www.lmls.org/research_genealogy))
- *Ask a Librarian* is not the library catalog. To search the collection and to place reserves, [click here](http://cat.lmls.org/polaris). (<http://cat.lmls.org/polaris>)