

Pima County Public Library Reference Services

Pima County Public Library's Mission says: *We transform lives by educating, inspiring, and connecting people.* With that in mind, we strive to exceed expectations and meet the goals of the Library's mission by providing quality reference services.

Our General Reference Service

Joel D. Valdez Main Library is PCPL's key provider of reference service whether in-person, or through Infoline and AskALibrarian. Questions range from those that can be answered quickly to questions that may require checking additional resources. While staff can help you get started in your research by recommending resources or search strategies, research that requires a great deal of reading or decision-making is best done by you.

Library staff will offer professional opinions when providing reader's advisory service or recommending a source to answer a question, however staff won't give opinions, advice or personal recommendations beyond the scope of their education and training. Library staff also won't interpret information.

Here are some examples of what we can and can't do:

- **Appraisals:** We're not able to provide appraisals related to the value of objects. We can refer you to appropriate resources or to experts who may do appraisals.
- **Price Comparisons and Shopping:** We'll be glad to steer you toward resources that you may use to comparison shop. We aren't able to do research that requires comparing prices or finding the best value.
- **Translations:** We can consult foreign language dictionaries for up to three words per transaction but we can't translate phrases or lengthy text.
- **Computer Help:** The library offers [classes and scheduled one-on-one computer help](#) on a variety of topics. Information desk staff can provide computer help on a limited basis and may refer you to books, online tutorials or classes. We can't critique or edit your resume or documents, or complete online forms.
- **School Assignments:** Library staff won't do the work required for school assignments. We will help students by recommending resources or search strategies. We'll show students how to find online or in-person tutoring if it's available.
- **Mathematical Computations:** The library will provide mathematical formulas as found in credible sources, however using those formulas to calculate answers is up to you.
- **Consumer Reports and Reviews:** Library staff will help you find consumer product information, but we're not prepared to read detailed consumer information over the phone. We'll be glad to email the article or print the information for you.
- **Legal Questions:** Information provided by the Pima County Public Library is not intended to substitute for professional legal advice. For clarification about how information provided by the library may, or may not, apply to your unique situation it will be necessary for you to consult with a lawyer.
- **Medical Questions:** The information provided by the Pima County Public Library is not intended to substitute for medical advice, or care from a physician, or other health care professional. Please do consult with your doctor or healthcare provider about how information from the library may, or may not, apply to your unique clinical situation or overall health.
- **Genealogical/Obituary Questions:** Library staff members are always happy to assist you with your obituary research at Joel D. Valdez Main Library. We are not available, however, to do extensive obituary searching or scanning of microfilm.

Nonresidents

If you live outside Tucson or Pima County, Arizona, we will be happy to answer your questions about our area. If you need other information, please contact your local library.