

Information from your library service

Factsheet 5

Don't get stuck looking for information – ask a librarian! We regularly receive enquiries on all sorts of subjects, so whether it is finding the answer to a specific question or suggesting sources of information on a particular topic, we can help find the information you need.

What type of questions can I ask?

Within reason, anything, so don't be afraid to ask us even if you think your question is trivial or unusual, though it helps if you can tell us exactly what it is you want. But please remember, we are librarians not lawyers, doctors or financial advisors, so we cannot give legal, medical or financial advice.

What if you don't have the information I need?

No-one has all the answers but if we do not have access to the relevant information, we can usually recommend other organisations which may be able to help.

How quickly will my enquiry be answered?

We aim to answer enquiries made in person or by phone immediately, and those made by post or via email within 3 working days. More complex enquiries may take longer but if this is the case we will normally keep you informed of progress.

What if I can't get to the library in person?

You can contact one of the main reference libraries by telephone, fax, letter or email (see page 2). You can also 'chat' online with a librarian at any time of the day or night by using the national enquiry service, **Enquire**, at www.peoplesnetwork.gov.uk

What information does my local library provide?

- A collection of basic reference books for you to look at in the library. Most libraries also have a local and national newspaper and many have "Which?" magazine
- Internet access: you can use a library computer for up to ½ hour per day free of charge, or longer for a fee. If you are new to the Internet, staff can point you towards sources of help on searching and using email
- Free access to online information sources to which the library subscribes such as Encyclopaedia Britannica, Times Digital Archive, Ancestry
- Information about the area where you live, including transport and public service details

- Posters and leaflets about current local events and activities. Many libraries also carry contact details for local clubs and societies., and you can search online at www.devonline.gov.uk/community
- Sources of information to help you find out about the history of your locality
- The main reference libraries also have runs of older material in print and on microfilm, such as back files of newspapers, magazines and directories, much of which is not yet available on the Internet

Can I access your online subscription services at home?

If you are a registered library member, you can get free access from your home computer to most of the online sources to which the Library Service subscribes. For a full list of the services available, go to www.devon.gov.uk/onlinereference

How do I find out more?

For more information about any of the services above, contact your local library or one of the main reference libraries, or visit our website at www.devon.gov.uk/libraries and click on [Information and Reference](#)

Contact details

Exeter Reference Library

Castle Street
Exeter
EX4 3PQ

Phone: 01392 384206

Fax: 01392 384208

Email: exeterref.library@devon.gov.uk

Barnstaple Reference Library

Tuly Street
Barnstaple
EX31 1EL

Phone: 01271 388593

Fax: 01271 388599

Email: barnref.library@devon.gov.uk

Different formats

If you would like a summary of this in a different format such as large print, Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk

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