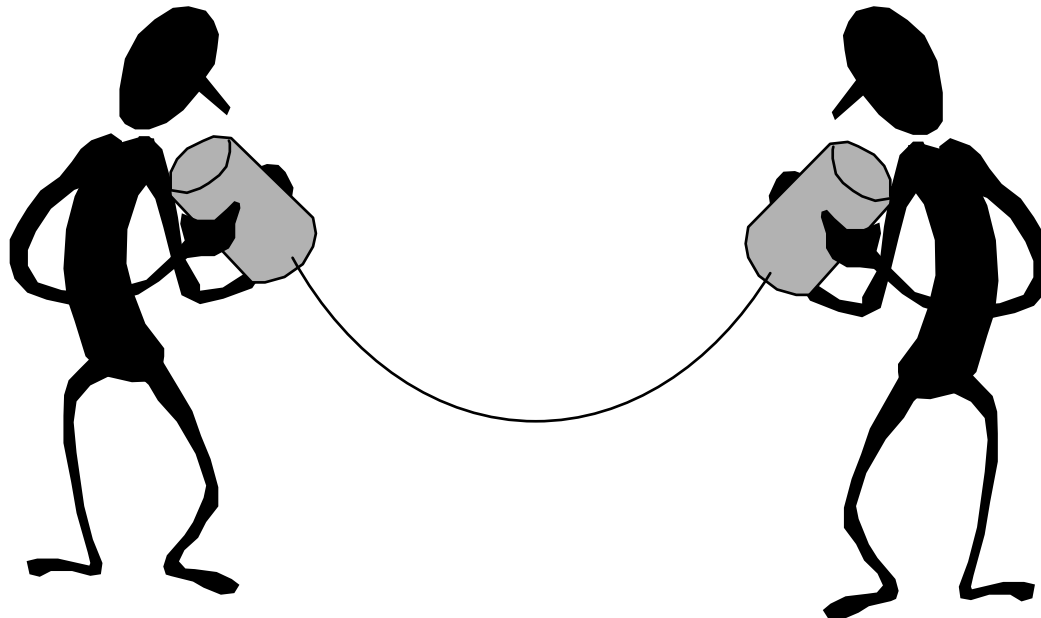


# The Culture of Libraries

How it can cause  
Communication Breakdown

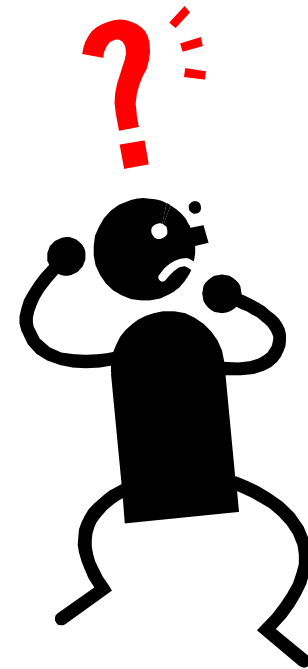


**IGNORANCE OF THE RULES IS  
NO EXCUSE!**



**Information?  
Reference?  
Circulation?**

**WHICH  
DESK?**



# To Pay or Not to Pay . . .

To use the computer?

**NO**

To copy from microfilm?

**YES**

To use the photocopier?

**YES**

To return a book?

**MAYBE**

To attend a library event?

**MAYBE**



# Libraries are Self-Serve

- ***EXCEPT . . .***
  - **Some Reference Books**
  - **Some “Talking Books”**
  - **Some books “*In Storage*”**



# Libraries Let You Take Books Home

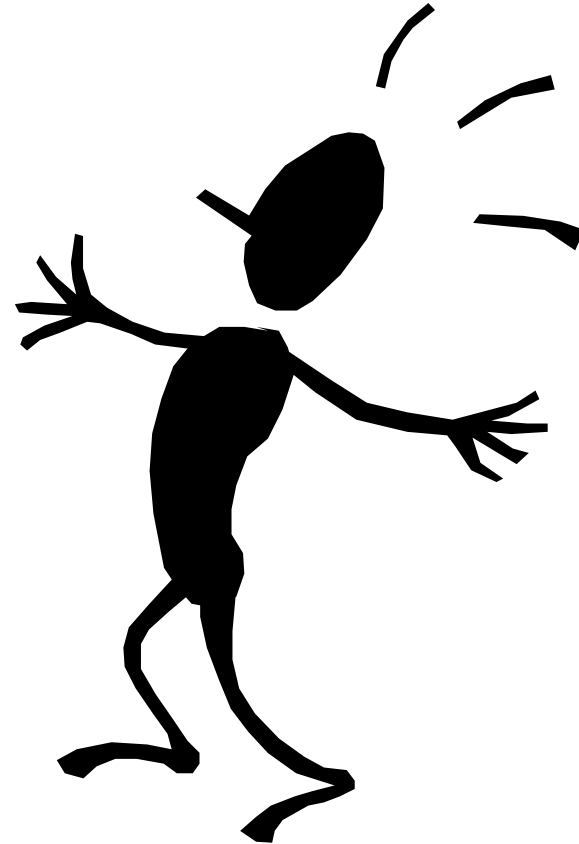
- *Except:*
  - If they are “reference” books
  - If you don’t take too many
  - For some “Talking Books” – if you qualify



# ***SURPRISES!***

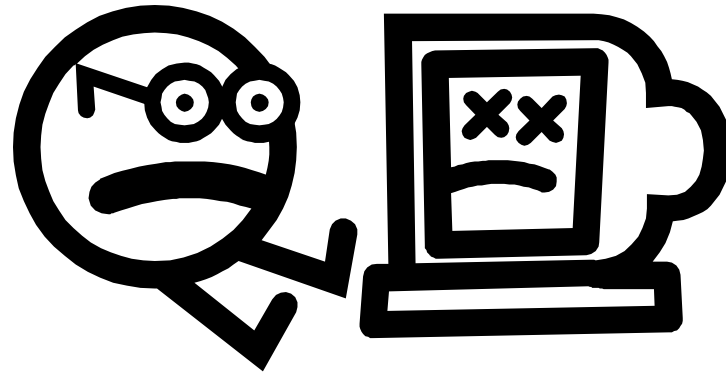
***“This isn’t Like my Library at Home”***

- **Libraries offer instruction – even homework help**
- **Books can be borrowed from other libraries**
- **Questions can be answered over the phone**



# More *SURPRISES*

- **Everything listed on the web page is not in the library**
- **Everything in the library is not in the catalogue**
- **Some books have call numbers, and some don't**



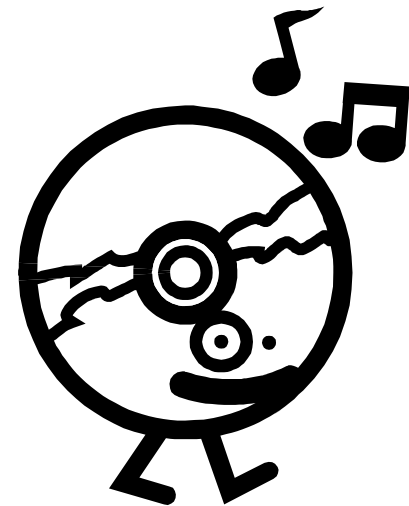


# Even More *SURPRISES*

**A book can be reserved for me when it is returned**

**The library has more than books to lend**

**The library has books and other things in languages other than English**



# ***WHAT'S THAT AGAIN??***

**Stacks?**

**Monographs?**

**Index?**

**Journals?**

**Periodicals?**

**Collection?**

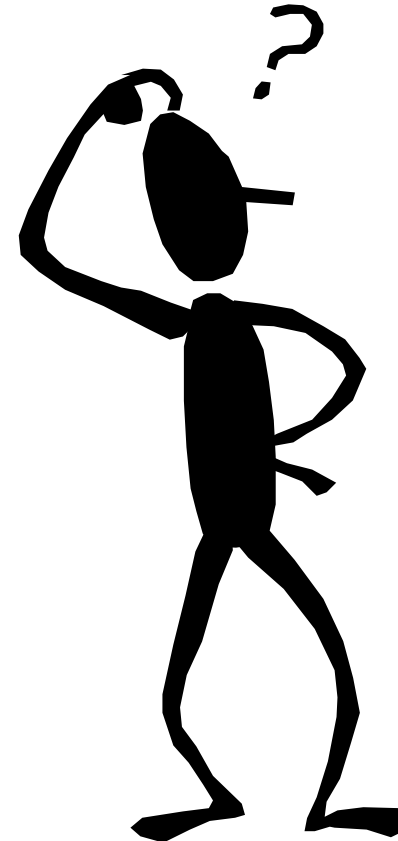
**Serials?**

**Holds?**

**Catalogue?**

**Microforms?**

**Call number?**



# A reminder ...

*Libraries can be:*

- **Complicated**
- **Intimidating**
- **Confusing**
- **Embarrassing**

