



## Midland PAL: guide to receiving a Referral

- 1.** Check for a valid MIDLAND PAL Access Card.
- 2.** If your library also requires further documentation for access (for example a form of ID) ask the visitor for the required documentation. If they don't have suitable documentation and are unable to access the information without it, encourage them to return, clarify the documents needed and provide information on opening hours.
- 3.** If they do have the documentation, check it fulfills the library's requirements.
- 4.** Establish which resources they need to access and direct them accordingly.
- 5.** As with any new library user, it is useful to also make them aware of library regulations, facilities, catalogues and provide them with library information leaflets.
- 6.** Inform the learner of any specific conditions for the use of special collections.
- 7.** If it is a follow up visit, direct to resources requested or to the appropriate member of staff if further information is needed.
- 8.** Record visit on the MIDLAND PAL referral data collection form.