



E-mail Guidelines

The Hartford Public Library's "Ask the Librarian" email reference service provides answers to basic information requests or direction to specific reference sources. Email requests will be handled in as timely a manner as possible. To post your question you may go directly to the [Email Form](#). Or, if your browser does not support forms, you may e-mail your question to reference@hplct.org or call at (860) 695-6295

Who may use this service?

Any person who needs answers. Each customer is entitled to one email per day where they can ask a maximum of three questions.

What kinds of questions can I ask?

Ask the Librarian is a ready-reference service designed for specific questions with brief, factual answers. Use this form for the following types of inquiries:

- Assistance with homework and/or class projects
- Information about the library's holdings and services
- Basic Internet navigation tips, search engines, and search strategies
- Information on electronic database usage such as the Magazine Index or the Hartford Community Database
- Requests for quick facts, statistical information, and citation identification and/or verification

If your answer cannot be answered with the resources available, you will be notified of that fact and we will make an effort to include referrals to other sources.

How and when will my questions be answered?

Information Services Center is continuously staffed Monday through Thursday from 10 a.m.-8 p.m.; Friday and Saturday open 10 a.m.-5 p.m.; Sunday 1p.m.-5 p.m. (Oct.-May). You may expect a response to your specific inquiry within 24 hours. However, some questions may require more time. We will respond using whichever method you choose: telephone, email, or fax.