

---

CHAPTER 2. Reference and Research Services

- 2-1 CLIENTELE SERVED. The Library serves the HUD Headquarters staff and Field Office personnel. Its facilities are also available to non-Departmental researchers, i.e., the academic and business communities, public interest groups, Federal officials, Members of Congress, civic organizations, other libraries, private research firms, local public agencies, professional organizations, and others concerned with housing, urban affairs, and community development.
- 2-2 REFERENCE AND RESEARCH. Reference and research services are provided by a staff of reference librarians. Requests for such services may be submitted by telephone, letter, E-mail, or in person. Reference librarians provide answers to requests for facts and information, perform subject searches, assist in locating and providing specific publications, indicate persons or organizations the user may contact for additional information, and, for the benefit of HUD staff, perform database searches and locate material that is not in the HUD Library so that it can be borrowed on interlibrary loan. (See paragraph 3-12.)
- 2-3 RELATED REFERENCE AND RESEARCH SERVICES. HUD Librarians assist researchers by identifying key abstracting and indexing services and published bibliographies.

The Library subscribes to several general and specialized computer databases for news and general information and for legal research. Librarians perform searches of these databases for HUD employees only, in response to requests for information for official use. To enhance the efficiency and cost-effectiveness of the process, the Library retains the responsibility for the selection of appropriate databases and files for each search.

The reference staff prepares specialized subject bibliographies to meet general Departmental needs and upon specific request of HUD program staff. The literature is searched, and appropriate citations are identified. Computerized searches may be performed as a part of the compilation of these bibliographies.

---

The reference staff provides general orientation tours for HUD employees to introduce them to the Library's resources and services. Individualized instruction in the use of the online catalog, the Library's classification scheme, and specific reference materials is available upon request.

- 2-4 SUGGESTIONS FOR ADDITIONS TO THE COLLECTIONS. The reference staff is responsible for the selection of library materials, including publications added to the circulating and law collections. Suggestions from Library users are always welcome. Readers are encouraged to recommend new books, reports, and other materials as potential additions to the collections. (See paragraph 6-2.)
- 2-5 NEW BOOK DISPLAY. New books are regularly placed on display so that Library users may learn of recent acquisitions. HUD personnel interested in reading these new books may place their names on the reserve lists.
- 2-6 RECENT ACQUISITIONS. Recent Library Acquisitions is a semimonthly list, arranged by subject, which identifies cataloged publications added to the Headquarters Library collections during the preceding half-month period. Copies are posted in the Headquarters Library and are sent to library liaison contacts in the Field Offices. HUD personnel may request the loan of these publications from the Library. (See paragraphs 3-3 and 8-1.)
- 2-7 SELECTIVE DISSEMINATION OF INFORMATION. Selective Dissemination of Information (SDI) is a special computerized service for certain HUD staff members. These are persons who, because of the nature of their work, need to keep abreast of the latest literature published on subjects which are related either to their permanent assignments, or to short-term projects. Those who wish to use this service need to provide the Library with a statement of their subject interests. The Library staff defines a subject profile, identifies appropriate database files, and establishes the SDI service on a schedule which meets the requester's needs. Search results are provided to the requester promptly.

General interest SDI profiles on topics related to HUD program areas may be established by the Library. Results of these searches may be reviewed in the Library.

---

3/96

2-2

2265.02 REV-2

---

2-8 HUD PROGRAM INFORMATION SERVICE

- a. Public Served. The Library provides HUD program information describing the Department's programs, organization, functions, and activities. This service is provided upon request to official visitors, public interest groups, consumer groups, the business and academic communities, other governmental agencies, and the general public.
- b. Information Inquiries. The Library staff responds to Departmental telephone calls and incoming blind mail which requests program

information. It answers the inquiries, or refers requesters to the appropriate program areas or other sources.

- c. Visitors. Visitors to the Department may come to the Library to obtain information about HUD programs. When necessary, appointments for visitors are made with program officials who can supply specific data.
- d. Distribution of Publications. The Library is a distribution point for certain printed informational material published or sponsored by the Department. One to five copies of selected HUD publications may be obtained. Requests for larger quantities of publications, or for publications not available from the Library, are referred to the appropriate distribution source. Forms and directives are not distributed by the Library.

2-9 FREEDOM OF INFORMATION ACT (FOIA) REQUESTS. All requests for HUD information and records under the Freedom of Information Act (FOIA), 5 U.S.C. 552, and HUD's regulations implementing the Act, 24 CFR Part 15, are received and controlled for the Department by the Executive Secretariat. As appropriate, FOIA requests for factual information may be referred to the Library for response. FOIA requests addressed initially to the Library are logged in and hand-carried to the Executive Secretariat within one workday of receipt.