



## *Ask by e-mail...*

- **Who may use this service?**

The *e-question Electronic Reference Service* is addressed to library members (**Staff, Faculty members, Students** of University of Macedonia and **External users** of the library) and unregistered members who have reference questions related to the library collection. Replies will be sent via e-mail. Furthermore, for brief reference questions contact the staff of the Information and Documentation Department personally or by phone (2310891746/9).

- **What kind of questions may I ask?**

Your questions should be brief, simple, as specific as possible and concern information about the library, its services and information that can be found in the reference resources of the library. For example, questions concerning organizations' and institutes' addresses, telephone numbers, historical events, dates, bibliographic citations but not compilation of extensive bibliography. The number of questions you can submit per day is limited to 2.

Via *e-question Electronic Reference Service* you can get suggestions about how to locate particular kind of information (printed or electronic) about a specific subject and how to plan your research. This service does not concern lengthy research. For extensive research please contact the staff of the Information and Documentation Department or telephone at **2310891746/749**.

- **When will I receive a response?**

You can submit your questions **24 hours a day, 7 days a week**. The staff of the Information and Documentation Department will respond within **2 working days at the latest**. For example, questions that are submitted on Friday will be responded by Tuesday. You will receive brief and documented answers. For immediate assistance, contact the staff of the Information and Documentation Department personally or by phone (2310891746/9).