



## Cork PAL: guide to making a referral



First, identify whether the enquiry is best resolved through a referral:

- Is the information available in the 'home' library?
- Does the user need to borrow the item? If so, Inter-Library Loan may be a better solution.

If a referral *is* the best option:

### 1. Register the user:

- Check that the user is a current member in good standing of your library.
- Explain the process and provide an explanatory leaflet, prior to completion of the application form.
- Retain the application form and return the rest of the brochure to the user.
- Enter the user's details on the CORK PAL Access Card, together with the appropriate expiry date.
- Issue the learner with his/her card.

### 2. Identify which library/libraries can provide the information, considering the locations in relation to the user's convenience. The CORK PAL website may help with this.

### 3. Clarify if the appropriate library has unrestricted access or specific referral requirements. *If unrestricted access*, ensure the enquirer knows how to get to the library, providing as much information about the library as is available / needed

- address/map/directions
- opening hours
- contact information for the library
- any other information that will make the visit easy and successful

*If the library has specific referral requirements*, ensure that the user is aware of these and assist him/her to deal with them. For example:

- Telephone in advance
- Provide locally agreed documentation: letter of referral, CORK PAL Access Card
- If ID is required, ensure user understands what types of ID are acceptable

### 4. Give the user a CORK PAL feedback form/card.

### 5. Complete the CORK PAL referral data collection form.