

Rules for the Operation of the “Information Consulting” Service of the Scientific and Technical Library of the National Technical University “Kharkiv Polytechnic Institute”

The “**Information Consulting**” service is a free online service of the Scientific and Technical Library intended for collecting and promptly fulfilling one-time requests related to information search. Responses are prepared using the library’s and the university’s own and external electronic resources.

How It Works

You can submit your request at any convenient time (24/7) via a special online form (<https://forms.cloud.microsoft/e/Qj3dzwN6XB>)

Your request will be forwarded to a subject-specialist librarian, who will prepare a response and send it to your email address (used for authorization).

How to Submit a Request

1. To access the form, you must log in using your corporate university email.
2. Fill in the required fields of the form:
 - **User information:** full name, category, department/unit, phone number. This information is needed so the librarian can contact you if clarification is required.
 - **Select a service:** choose the required type of information consultation from the provided list or describe your own request under “Other.”
 - **Specify the request:** describe as fully and accurately as possible what information you are looking for. This will significantly speed up the librarian’s work and ensure the most accurate result.

Processing Time

- Requests that do not require complex bibliographic searching are completed within **1–2 working days**.
- The maximum processing time (depending on the specificity and complexity of the request) is **up to 5 working days**.
- Please note: if you submit a request on weekends, public holidays, or outside business hours, the processing time begins on the next working day.

Service Limitations

The library does not process requests if:

- They relate to providing ready-made abstracts, term papers, graduation theses, etc.
- The requests contradict the current legislation of Ukraine, violate moral or ethical standards, or contain inappropriate questions.