



## <<POLICIES>>

### REFERENCE SERVICE

Reference Service is a top priority of the Library and is provided promptly and courteously to assist all patrons in locating and accessing information and library materials. Reference questions will be answered in person, by telephone, email or fax. Service requests are answered in the order that they arrive, with the caveat that brief requests may be handled before lengthy ones in the interest of Library efficiency. Library staff shall accurately and to the best of their knowledge and ability, provide answers to patrons' questions, provide instruction in use of library resources to access information, or refer patrons to other appropriate sources or outside agencies for information.

Library staff shall provide instruction to patrons on how to use the library, including basic computer and Internet instruction. Patrons requiring lengthy assistance should make an appointment with a librarian or staff member for more formal, individual assistance. In the interests of security and privacy, library staff are not permitted to assist patrons with confidential information, such as social security numbers and electronic banking information.

Library staff will not offer personal opinions, except when providing Reader's Advisory services.

Library staff will not provide or offer advice, interpretation, recommendation, opinion or personal experience which is the domain of trained professionals (e.g., legal, medical, or financial), although they may provide guidance to resources on these subjects.