

EASTTOWN LIBRARY & INFORMATION CENTER

POLICY AREA: CIRCULATION AND SERVICES

POLICY NAME: REFERENCE SERVICES

ADOPTED: 12/18/2002

LAST REVISED: 9/16/2015

LAST REVIEWED: 6/21/2017

Reference Services Policy

The mission of the Reference Department at Easttown Library is to help customers locate and access information and library materials. Reference questions will be answered in person, by telephone, email or fax. Our mission is accomplished by courteously conducting the reference interview as appropriate, and accurately providing answers to customers' questions, providing instruction in how to use the library resources to access information, or in referring customers to other appropriate sources or outside agencies for information. Reference staff endeavors to respond to the customer at his/her level of expertise with the resources available in-house and online. While answering reference questions, staff will not offer personal opinions, except when providing readers' advisory services.

Reference staff will provide basic computer use and Internet instruction for customers, but cannot provide in-depth computer assistance. Customers requiring lengthy assistance using the computer should make an appointment for one-on-one computer training. In order to protect the customer's privacy, Easttown Library staff is prohibited from directly assisting customers with confidential information, such as social security numbers and electronic banking information.

Library staff will not provide advice or interpret texts in any specialized areas, including but not limited to the areas of medicine, law, or taxes. We will provide guidance to resources on these subjects, and give brief descriptions and/or definitions from authoritative in-house and online sources. Specific tax forms and publications will not be suggested.

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