

EASTTOWN LIBRARY

POLICY AREA: CIRCULATION AND SERVICES

POLICY NAME: REFERENCE SERVICES

ADOPTED: 12/18/2002

REVISED: 2/23/2022

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, accurately providing answers to customers' questions, providing instruction in how to use 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 reader's advisory services.

As time allows, Reference staff may 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 help. The Head of Reference will coordinate one-on-one computer appointments and connect skilled staff with customers, based on their needs, although computer appointments are not guaranteed and are dependent on the staff proficiencies and availability. One-on-one appointments are limited to 30 minutes, with a maximum of two appointments per month.

Reference staff will assist people using the library's printers/copiers, accessing the wifi, and downloading and using CCLS and Libby apps. To protect the customer's privacy, library staff is prohibited from directly assisting customers with confidential information, such as account passwords, social security numbers, credit card 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. They will provide guidance to resources on these subjects and give them 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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