

Reference and Information Service

Statement of Objective

The Siuslaw Public Library welcomes the opportunity to provide reference and information service to all library users.

Definition

Reference service consists of answering questions, providing information, locating and acquiring materials and resources, and assisting library users in the use of those materials and resources.

Policy

1. All reference and information questions shall be handled with discretion and in a non-judgmental manner.
2. Reference service will be provided free of charge to all library users, with the following exceptions:
 - (a) Interlibrary loan services will only be provided to card-holding library patrons and fees may apply. Refer to "Interlibrary Loan Policy."
 - (b) When charges are levied by outside referral sources, such charges will be made clear to the user, who must agree to pay them, before the question is referred to the source agency or institution.
3. Users may submit questions in person, by telephone, by computer, or U.S. mail.
4. When extensive research is needed, the Reference Librarian will assist the user in finding and using materials. The library user is responsible for doing the research.
5. Reference librarians provide information and instruction, not advice. Reference staff will not interpret material of any sort, including medical, legal, genealogical, statistical, tax-related, valuations, investment, or other. Nor will staff perform comprehensive searches of records related to patent, trademark, copyright, genealogy, or other sources and materials.

6. Librarians cannot provide in-depth computer training. Refer to Computer/Internet Policy and Rules of Use.”

Adopted by the Board of Directors: January 17, 2001
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