

## **WORTH PUBLIC LIBRARY DISTRICT**

### **REFERENCE SERVICE POLICY**

The Worth Public Library staff provides assistance to help patrons find factual information, Library materials, and databases licensed to the Library.

The reference collections and access to reference and reader's advisory services are provided to all patrons at all times the library is open.

Requests will be kept confidential within the bounds of identification needed to transmit the requested answer or necessary consultation with other Library personnel.

#### **Guidelines**

Inquiries will be accepted in person, by telephone, by electronic means and through the mail.

Sources will be cited when providing information.

Requests will be handled in the order in which they are received; however, priority is given to in-person requests.

If information appropriate to the patron's need is not available in the Library, the patron will be referred to local or regional resources.

The producers of a resource, not the Library, are responsible for resource accuracy.

Neither the Worth Public Library District nor the Library staff is liable for any damages incurred as the result of using information provided by Library Staff or resources.

Fees charged from other agencies for services or materials will be passed on to the requesting patron. A deposit may be required for large sums, e.g. patron request for \$200.00 database search.

Printouts in excess of 10 pages will be assessed at the prevailing rate for printing.

#### **Limitations**

Staff will not provide the following kinds of assistance which is deemed to be beyond the scope of the library's service responsibilities:

1. Critiquing or editing patron documents, including resumes for job seekers
2. Completing forms (including online forms) for patrons, or assisting patrons in completing such forms.
3. Solving or troubleshooting problems with patrons' personal computers or other electronic devices. (In such instances, staff is permitted to assist by attempting to locate relevant instructions and similar kinds of information for patrons.)

4. Translations will not be provided except in response to a patron's request for reference service when the patron does not speak English. This will only be provided if a person on staff with appropriate expertise is available . For all other transactions, staff will refer patrons to other appropriate resources to obtain information regarding translators.
5. Conducting personal services such as internet searches and/or printing involving shopping, coupons, or requests that would involve patron discretion as to what is wanted (i.e., pictures, banners, coloring pages, craft patterns etc.)
6. Conducting personal transactions for patrons, such as making airline or hotel reservations or making online purchases.
7. Conducting genealogical research for patrons. Staff can help patrons to find genealogical materials in our collection and through Interlibrary Loan and can recommend specialized, local collections such as the Newberry Library
8. Appraising rare books or antiques; staff can direct patrons to appraisers and price lists.
9. Locating answers to quiz or contest questions. Staff will suggest sources to aid the patron in his/her search.
10. Offering opinions, advice, or interpretations on legal, medical, or income tax questions. Staff will assist patrons to locate information to answer these questions.
11. Conducting copyright and patent searches. The library does not have resources to conduct these searches and will refer patrons to appropriate searches.
12. Printing tax forms or tax form instructions.

School assignments are meant to be part of an educational process. The reference librarian will provide guidance in helping a patron find material to complete the assignment.

Worth local history materials may be designated for in-library use only.

Patrons making repeated requests for the same information may be directed to appropriate resources to conduct their own searches and/or print their own results.

Reference requests that result in disproportionate or ambiguous search results that cannot be narrowed or refined by the patron through a reference interview may not be completed to the patron's satisfaction. A reasonable number of sources as determined by the reference librarian will be provided. Search results requiring an excessive number of printouts must be done by the patron.

Some online resources, such as subscription databases, require a Worth Library card for access outside the Library.

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Thomas Lee Miller

President, Board of Trustees