

REFERENCE SERVICES

1. The Spirit Lake Public Library will provide information in the form of short answers to specific questions and guidance in locating materials for patrons who appear in person, call on the telephone, or request information through correspondence.
2. Staff will assist patrons in the use of the library and teach basic research methodology when appropriate.
3. Staff will provide bibliographic verification of items both in the library and not owned by the library and will assist patrons in obtaining materials through interlibrary loan when appropriate.
4. Staff may refer users to other agencies.
5. Questions are generally handled in the order received. However, call backs may be necessary or staff may need to help several patrons concurrently. Depending upon the type of question and skills of the patron, ten to fifteen minutes is a reasonable time for staff to spend per question.
6. Reference staff will not provide opinions, analyses, or interpretations. In some field such as legal, medical, or financial, patrons may be best served by their consulting a professional in the appropriate field.
7. All questions are treated with equal respect, no matter what has prompted the inquiry. Homework, trivia questions, and contests are handled according to the same guidelines governing other requests.
8. While all efforts are made to provide authoritative collections and information, the library does not take responsibility for the accuracy of information as found in its resources or presented by its staff.

9/10/2007

12/6/2010

11/3/2014