

## **2. f. Reference Service Policy**

The River Valley District Library shall collect or provide access to informational resources appropriate to its mission and reflecting the interests of the full spectrum of the population it serves. These informational resources shall satisfy, through content, current format, organization, and quantity a diversity of user needs.

Staff shall direct the user to possible sources, both in and out of the library, where the information the user requires may be provided. These materials might include books, pamphlets, journals, Internet and electronic sources, service agencies, and professionals in the appropriate field.

Users of all ages and circumstances are to be treated with equal attention to particular needs. All requests for public information are legitimate. Staff may only provide information, not opinions. Questions should not be answered on the basis of personal experience. It is the staff's responsibility to provide information in an impartial and businesslike manner even when contrary to personal beliefs.

### **Medical, Legal, Financial and Tax Questions**

- The Library does not provide advice in the areas of medicine, law, finance or taxes. Under no circumstances will a staff member offer advice in medical, legal, financial or tax areas, no matter how commonplace the question seems to be.
- Brief definitions and descriptions from authoritative sources will be provided. These sources will be quoted verbatim with no personal interpretation. The patron will be informed of the sources from which the information is taken. Every effort will be made to use authoritative, current online sources when using the Internet.
- Specific tax forms and publications will not be suggested. Patrons must know the numbers or titles of the forms they need. If more information is required, the patron will be encouraged to examine the library's collections or be referred to another source.

### **Children's Reference Service**

- The Library provides reference service to children and adults working with children in order to promote a more literate public. To fulfill this goal, the Library develops a collection of materials that meets children's interests and information needs, stimulates their curiosity, and challenges them to greater achievement. The Library also strives to create a pleasant, stimulating atmosphere at the Library, including knowledgeable staff that makes children feel their requests are significant and their presence is welcome. The Library also

offers programs and tours that encourage children and their families to come to the Library. Library staff will cooperate with individuals and groups with similar goals by extending library services into the community and emphasizing contact with children who are in need of literacy support.

- *Except where limited by law, children are entitled to borrowing privileges and open and ready access to materials and facilities provided by the Library. Parents and legal guardians are responsible for monitoring and limiting the use of library materials by their children.*

#### School Assignments

- Questions related to school assignments are handled in the same manner as any other reference question. With complex school assignment questions, librarians should make tactful suggestions to telephone callers or to parents of students, that the students come into the Library for personal assistance and do their own in-depth research.

#### Patron Priorities

- Staff is expected to exercise good judgment in determining patron priorities. Generally, the public is served on a-first come, first-served basis. Patrons calling the Library are helped in sequence. Callers will be asked if they would like to wait, to call back, or to be called back before being put on hold. Patrons approaching the desk will be informed that they will be helped as soon as possible. If a patron has a time-consuming request, it may be necessary to get him/her started and make sure a follow-up is done to continue the patron in the process.

Adopted 9/18/17