

3.5 Reference

A. Goal of the Reference Department

- i. The purpose of the Reference Department at the Acorn Public Library is to correctly answer questions submitted by the public and to assist patrons in using the resources of the Library.

B. Purpose of the Reference Policy

- i. The purpose of this policy is to assure that the above goal is achieved. Any limitations placed on specific services will be for the purpose of better achieving the larger goal of the Reference Department of equitably serving all patrons.

C. Availability of Service

- i. Reference service will be provided by trained staff to all patrons regardless of age or place of residence during all hours that the Library is open.
- ii. If the required information cannot be located to the satisfaction of the patron in the collection of the Acorn Public Library, requests from Acorn cardholders will be forwarded to other appropriate outside sources. Holders of cards from other libraries will be encouraged to return to their home library for supplemental reference service.

D. Policies

- i. All requests for information will be handled impartially and with confidentiality.
- ii. Reference services will be provided in response to all forms of inquiry, including telephone, fax, mail, and email. The source in which the answer is located will always be quoted.

E. Medical, Financial, and Legal Questions

- i. In the instance of legal, medical, financial, or tax questions, the staff may only guide the patron to the resources covering that topic. No evaluations or interpretations of the information will be provided, nor will staff define the meaning of terms, offer investment advice, select tax forms, or serve as a surrogate for a professional in any of the fields mentioned above. If patrons need such additional interpretations and explanations, they will be advised to consult with a professional from the above-mentioned specialties.

F. Appraisals

- i. The library has a collection of price guides that give an approximate market value of collectibles and automobiles. The library will not assume responsibility for determining the final value of an object.

G. Fees for Reference Services

- i. Reference service will be provided free of charge to the public.