

GEAUGA COUNTY PUBLIC LIBRARY
OPERATING POLICY MANUAL

SECTION: REFERENCE POLICY
NUMBER: 630
EFFECTIVE DATE: October 15, 2013
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Reference service is provided in response to all forms of inquiry, be it in person, by mail, telephone or online. In serving the public all requests for assistance, whether asked by an adult or by a child, are treated impartially, promptly, and confidentially. Staff who perform reference service are Building Managers and those assigned to the Adult and Youth Services Departments.

The Reference staff provides direct research assistance using print and electronic sources and helps the public find library materials to read, listen to, or view. Staff also trains and assists patrons in the use of the library catalog, computers, The Internet and e-devices for accessing library e-collections.

At all times, staff will provide to patrons the most accurate, appropriate, and up-to-date information which is available in the library or can be obtained by the library, or will refer the patron to outside sources or agencies which can provide such information. Library staff will acknowledge patrons and provide assistance as quickly as possible. The privacy of the patron will be respected by treating all requests for information and materials in a confidential manner. Patrons will be served in turn, and patrons who have made the effort to come into the library will be served before those who telephone. The librarian will use judgment in determining the appropriate amount of time to be spent on a patron's request.

Staff members answer requests for medical and legal information and will be as helpful as possible in locating and providing necessary medical and legal materials. They do not act as medical or legal specialists nor do they recommend a particular health or legal practitioner. They do not offer any advice, recommendations or interpretations of medical or legal information. Interpretation is defined as the explanation of anything that is not immediately plain, explicit, or unmistakable.

The Geauga County Public Library subscribes to the American Library Association's Code of Ethics.

Revised October 15, 2013
Revised July 20, 2010
Approved October 10, 1989