

# REFERENCE AND INFORMATION SERVICES POLICY

Marion Public Library

## Delivery of Reference and Information Services

The Marion Public Library provides access to reference and information services without regard to the ethnic origin, age, gender, background, or view of the patron making the inquiry or the subject matter being researched. Patrons need not be Marion Public Library cardholders to use the in-house reference materials and services of the library. Patrons are also able to use the library's internet computers for reference work; please refer to Internet Policy 1 3.1 and Laptop Loan Policy L 1.1 for details.

The library responds to all requests for reference and information service assistance whether made in person, by telephone, mail, or electronic means. Each request will be answered as received with the following priority:

1. In person
2. By phone
3. By email
4. By mail

Library staff receiving a request for information will exhaust all resources (including time) available to them. Requests that cannot be answered may be referred to other sources.

Due to the unique nature of certain types of inquiries, here are examples of the level of service patrons might expect:

- Consumer product information is given but limited to general ratings in the consumer magazines. If asked for the names of private businesses that provide specific products or services, information will be provided without endorsement or critique.
- Students will receive the same level of service provided to other patrons. Telephone inquiries related to class assignments will be handled as any other telephone reference question. We do encourage students to use their school libraries and media centers when possible for the best support for their class projects.
- Assistance in downloading digital materials provided by the library onto personal devices.

The library does not provide:

- Genealogical research (e.g. searching microfilm/fiche for obituaries, searching census records). Depending on the inquiry, referrals may be offered.
- Estimates or appraisals of value (car values will be provided from the N.A.D.A. appraisal guides).
- Opinions or consultations regarding taxes, medicine, or law (will be limited to short factual answers from sources, but no interpretation will be given and the source will be cited); patrons may be referred to the Iowa State Law Library for legal questions.

- Patent, trademark, or copyright searches.
- Instruction in the use of computer programs.
- Extended research for individual patrons.

### **Telephone Reference Service**

Time permitting, telephone queries that can be answered quickly will be handled immediately. Telephone requests that take more time are offered a return call.

### **Materials For Use in the Library Only**

Materials in the Reference and Local History collections must be used in the library.

### **Confidentiality**

See C 3.1 Confidentiality of Library Records.

Reviewed 11/13/17

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