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## Reference Policy

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### 1. Reference Services

- a. Reference services are available to all patrons of the library, regardless of age, race, creed, economic or social class, gender, physical ability, religion or sexual orientation.
- b. Basic reference assistance is available during all hours the library is open to the public.
- c. Reference questions, along with the other services provided directly to patrons, take priority over all other duties. Timely responses to patrons' inquiries will be given.
- d. Staff will always cite the source(s) of information for answers to reference inquiries.
- e. Reference services are generally limited to brief inquiries for factual or statistical information. Patrons with substantial reference needs will be assisted in locating potential sources, instructed in their use, and encouraged to conduct their own research. Telephone patrons with lengthy research inquiries will be encouraged to come to the library in person for assistance.
- f. When the library lacks the resources necessary to answer inquiries, the library staff will ask the patron to contact the District Library Center (Reading Public Library), or advise patrons of sources from which the desired information may be obtained.
- g. All reference inquiries are confidential.

### 2. Reference Collection Plan

- a. *Scope:* The Kutztown Community Library (KCL) maintains a current collection of reference materials to answer information requests from its patrons. The District Library Center serves as an additional resource by supplying the Kutztown Community Library with materials through interlibrary loan and by providing reference services when needed.
- b. *Priorities and Limitations:* In accordance with its collection development policy, KCL purchases resources to support the needs and interests of the general public. KCL does not purchase reference resources that are highly technical, business-specific, or scholarly. The Library Director shares resources and information with other libraries, serving local and outside library patrons with equanimity.
- c. *Collection Management:* KCL is committed to building and maintaining a reference collection according to the criteria stated in the Collection Development Policy. The Reference Collection is non-circulating.

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