

# Reference Policy

## A. ROLE STATEMENT

The level of reference service will include items designated for a BASIC Plus collection according to guidelines formulated by Berks County Public Libraries. The reference collection shall be reviewed annually, at which time out-dated or inappropriate materials shall be removed and needed resources considered for purchase.

## B. CONFIDENTIALITY

In compliance with Pennsylvania's Act 90, the Library Confidentiality Act, the names of patrons or the nature of materials used by them will not be revealed to anyone, except by court order in a criminal proceeding.

## C. ACCESS

Reference service is available to everyone. Each library user, including children, will be treated with courtesy and respect.

## D. SERVICES OFFERED

1. A staff member or a trained volunteer will usually be available for reference work. Staff and volunteers will receive introductory and continuing training sufficient to insure the effective use of the reference collection, and to make referrals to other libraries when necessary.
2. Direct public services, including reference services, will receive priority over any other duties.
3. In general, reference services are limited to five or ten minutes. If the question cannot be answered in this time period, patrons may be referred to the Reading Public Library's reference desk. Telephone inquiries are appropriate only for short, factual answers. Desk questions may take precedence over telephone questions.

*Reviewed & Approved 12/20/12*