

## **Reference Services Policy**

Robeson Community Library will supply its patrons with a "Core" reference collection. The collection will be available to all persons served by the Robeson Community Library. Reference services by the library staff will be available at all times the library is open. Staff shall obtain reference training as available and should be acquainted with the local reference collection as well as the reference database available through PA Power Library.

### **Confidentiality**

In compliance with Pennsylvania's Act 90, the Library Records Confidentiality Act, Library staff will not reveal the names of patrons or the nature of materials used by them except by court order.

### **Answering Reference Questions**

All patrons, young or adult, will be accorded the same reference services. Length of time involved will depend on the question posed, how busy the library is, and the library resources. In-person requests are to be given priority over telephone requests. Phone reference questions should be for short factual questions, more lengthy requests should be dealt with by a library visit by the patron. If a phone request comes in while the Library staff is helping an in-person patron, the Library staff should take the phone patron's number and return the call later.

Medical, legal and consumer information may be obtained by phone if the response time is not too lengthy. The Library staff should read verbatim the information requested and cite the source (including publication date). The Library staff should not interpret data or give advice. This includes all income tax queries. Do not hesitate to refer to human service agencies for additional information. The Library staff should help a student locate information for homework but not directly do the assignment.

Where information cannot be found in the Robeson Community Library, Polaris should be used to locate available subject matter from other libraries. Otherwise, the patron may be referred to the Reading Public Library.

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