

## **Reference Services**

### **I. Statement of Purpose**

- A. The Waupaca Area Public Library staff will provide reference service and/or assistance to library patrons in the pursuit of information. The service provided by the staff will include: ready reference, reader's advisory assistance, and instruction in the use of the library on-line catalog, the Internet and other available resources of the Outagamie Waupaca Library System (OWLS).
- B. The library customer is the most important person in the library. Service provided to patrons is not an interruption of work but is rather the purpose of it.

### **II. Professional Courtesy**

- A. All inquiries will be handled courteously.
- B. Confidentiality is to be maintained. Customers and their questions will not be discussed beyond a professional context.
- C. Staff at the Reference desk will maintain an alert and visibly approachable attitude.
  - 1. Service to the customer at the Reference Desk is the main priority.
  - 2. Staff may have time to perform other duties at the Reference Desk, but should always remain alert for customers needing assistance.
- D. Value judgments will not be made by the staff as to the importance of any question.
- E. Reference staff will assist customers to the extent that time and work load permit.

### **III. Basic Reference Service**

- A. Designated reference materials may be checked out for a maximum of seven days at the discretion of the reference librarian on duty.
- B. The staff will assist customers in doing research for information.

C. Staff limitations do not permit the library to do in-depth research for family histories. However, the staff will gladly give information and direction to the patrons to do their own searching. The staff will do searches for obituaries for customer's from outside the area when basic information is provided. A \$10.00 donation is requested for those searches.

D. If it is not possible to answer the question to the patron's satisfaction with Library's material **and technological resources**, the following actions may be taken:

1. Use Interlibrary Loan Services
2. Make phone calls to local sources for information
3. Refer customer to other resources outside the Library

#### **IV. Other Services**

- A. The Reference staff is responsible for overseeing the public's use of the Internet, word processor, microfilm equipment, study rooms, the internet and on-line catalog, referring to the policies as set by the Library **Board**.
- B. Questions concerning Library Policy should be answered by referring to written policy. If this does not satisfy the patron, s/he should be referred to the Library Director or Assistant Director.

Approved by the Waupaca Area Public Library Board of Trustees September 14, 1993  
Revised by the Waupaca Area Public Library Board of Trustees July 2007