



REFERENCE SERVICES POLICY

Adopted March 15, 2012
Updated January 14, 2020

The Wilberg Memorial Public Library staff will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the phone, or request information through alternate correspondence.

Staff will assist patrons in the use of the Library and teach research methodology, when appropriate. This includes providing help in developing a research strategy and advice on whether a trip to the Library would be worthwhile for individuals who call or email.

Staff will provide bibliographic verification of items both in the Library and not owned by the Library and will assist patrons in obtaining materials through interlibrary loan or electronic database, when appropriate.

Staff may refer library users to other agencies and libraries in pursuit of needed information. Staff may consult appropriate digital resources as well as other agencies by telephone in pursuit of "ready reference" information.

Reference services do not include offering legal, medical, or tax related advice or opinions and library staff can not appraise the worth of an object or service.

END OF POLICY