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PRIORITIES FOR REFERENCE SERVICE

It is the policy of the library to provide accurate, timely, up-to-date reference services whether questions are asked in person, over the telephone, by letter, by email, by fax or through the various interlibrary loan systems.

The library will select and acquire suitable and timely resources that meet the ongoing needs of users and will arrange and maintain these resources in a readily accessible manner.

The library will provide approachable, knowledgeable staff to assist library users and encourage staff development in the areas of library reference services, materials, equipment, and other related areas to provide consistent, high quality service.

Staff will instruct library users in the use of library materials, equipment, and facilities.

Service is made available to all customers on an equal basis, regardless of age, gender, race, creed, or status. Each request is taken seriously and treated with respect. All reference questions are confidential. The nature of the question asked and the identity of the person will not be discussed with other customers. When referring reference questions between staff members, discussion about the nature of the question asked and the identity of the person will be kept to the minimum required by the referral. The nature of reference questions asked and the identity of the customer shall not be divulged to any agency outside of those to which a customer may agree to be referred without a properly executed order from a court of law.

A prepaid \$15.00 fee is charged to those customers who want library staff to do intensive local history and/or genealogical research. The fee covers up to one-hour of research and associated costs for copying and mailing. Telefaxsimile service is extra. Customers requiring lengthy research are notified of the availability of competent local historians/genealogists.

Reviewed and approved by the Chattahoochee Valley Libraries Board on October 15, 2009
Last Date Reviewed: August 21, 2014