



Dryden Public Library Board

POLICY

SECTION: OPERATIONAL	NO: OP-09
TITLE: Reference Services	Date: February 2021
	Next Review Date: February 2024

1.0 Policy Statement

1.1 The Dryden Public Library provides reference services to link patrons with the resources required to fulfill their informational, educational, cultural and recreational needs. This policy outlines the scope of reference services at the Dryden Public Library and guides library staff in responding to reference requests.

2.0 Scope of the Policy

2.1 The services outlined in this policy are intended to meet the needs of patrons of all ages. As per the Ontario Human Rights Code (R.S.O. 1990, c. H. 19), all users seeking information will be treated equally regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.

3.0 Reference Services

- 3.1 All questions will be considered important and legitimate; however, library staff reserves the right to engage questions in a manner that reflects efficiency of time, staffing and available resources.
- 3.2 Patrons with reference requests requiring intensive research or the consultation of advanced resources may be asked to leave contact information, as staff may not be able to complete their request immediately. Library staff will notify any patron requesting enhanced reference assistance of any possible timelines for a full response, as directed by the CEO.
- 3.3 If the Library is unable to complete a reference request for any reason the patron will be notified in a timely manner.
- 3.4 Staff will assist patrons in finding information and will provide instruction on how to use library resources based upon the users' needs.
- 3.5 Staff will be guided by the Library Board's *Statement on Intellectual Freedom (FN-03)* in providing reference service to patrons of all ages.

- 3.6 Reference services at the Library will include, but are not limited to:
- 3.6.1 Quick Reference: Questions that can be answered immediately using directories, almanacs or online tools.
 - 3.6.2 General Reference: Questions that require a lengthier search and/or the use of multiple sources to arrive at a complete answer.
 - 3.6.3 Readers' Advisory Service: Questions relating to reading material and recommendations.
 - 3.6.4 Library Instruction: Questions regarding the use of the Library and/or Library resources, including eResources.
 - 3.6.5 Interlibrary Loan: Borrowing resources from other libraries through the provincial interlibrary loan system.
- 3.7 When it is not possible to answer a questions using the Library's own resources staff will refer patrons to the provincial interlibrary loan service, other libraries, community organizations and/or other agencies.
- 3.8 In accordance with the *Children's Service Policy (OP-07)* and the *Young Adult Services Policy (OP-08)* Dryden Public Library staff will assist students in finding appropriate resources for school-related projects but will not complete research on behalf of students.
- 3.9 Library staff will provide patrons instruction on proper use of the microfilm reader.
- 3.10 Library staff will look up information on microfilm for patrons who are unable to access the Library. Timelines for the completion of this research will be communicated to the patron. If the patron is unable to supply sufficient information to complete the request (i.e., names, date ranges etc.) then staff may have to decline the reference request.
- 3.11 Library staff will respond to reference requests received in person, over the telephone, via e-mail, mail and fax.
- 3.12 In order to assess and evaluate reference services, and in compliance with the requirements of the Annual Survey of Public Libraries, staff will keep statistics on all reference requests.

History			
Approval Date:	November 2017	Approved by:	L. Ayers
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