

Reference Policy

- 1) Reference service is available to all persons who reside within the jurisdictional boundaries of the library regardless of age, race, sex or social or economic status of the patron.
- 2) Reference materials are available for use in the library by everyone who resides within the jurisdictional boundaries of the library regardless of the age, race, sex or social or economic status of the patron.
- 3) Staff trained to provide reference services are available during all the hours that the library is open.
- 4) Staff members are trained in reference interviewing techniques, reader's advisory service and bibliographic instruction.
- 5) Staff will treat all questions with equal respect.
- 6) Reference service is provided in response to all forms of inquiry including, but not limited to those submitted by telephone, email and website form.
- 7) Reference questions that cannot be answered with on-site resources are referred to another agency. Such referrals are verified and/or facilitated by library staff.
- 8) All requests for information receive an answer or status report within two working days.
- 9) The needs of the library users are treated with respect. Names of users and the interactions that occur between users and reference staff are confidential and not discussed outside a professional context.
- 10) The library adopts and adheres to the ALA Code of Ethics.
- 11) Copies of the reference policy and the ALA Code of Ethics are available for patrons.
- 12) Non-residents will be given the same consideration in answering reference questions as far as using sources in print, on the internet and in requesting materials through Illinois Heartland Library System. Non-residents will be able to request materials through OCLC. The Oakwood Public Library District will pay postage to send out our material and to return materials borrowed for all patrons. If there are any other charges attached to the request, the library patron may be responsible for those costs.
- 13) Reference materials may be loaned out at the discretion of the director.
- 14) Homework will not be done by library staff. However, staff may provide materials that address topics of homework.

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