

# **Reference Service Policy**

## **Argenta-Oreana Public Library District**

As an information center in the communities it serves, the Argenta-Oreana Public Library District strives to provide access to research materials and reference service to its patrons.

Reference service and access to materials will be provided to all patrons regardless of age, sex, religion, race or socioeconomic status. All reference requests are considered confidential, except for identification needed to transmit the requested information or to consult with other library staff. All inquiries will be treated impartially by staff.

Requests for information may be made in person, by telephone, fax, email, or by any other medium. Requests made in person are given the highest priority. All requests for information should receive an answer or status report within one working day. Questions which cannot be answered with onsite resources are referred to another agency.

Staff can only guide patrons to material in the case of legal, medical, investment, appraisal, consumer information, genealogy, or tax reference questions. Staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with their professional from the above listed fields for additional information or advice.

There is not a charge for assistance with reference requests. There may be a charge for copies or printouts, which will be the current rate at the time of the reference question.

Adopted 1/24/2011