

UPPER MORELAND FREE PUBLIC LIBRARY

Policy Number	OPS-02
Policy Name	Reference Services

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I. POLICY

- A. The UMFPL will provide reference services to patrons that assist them in the use of library facilities in accordance with this policy and UMFPL procedures.

II. DEFINITION

- A. Reference services are aid given by a professional librarian or paraprofessional staff members that help patrons by providing information and instruction on the use of library resources. Communication between patrons and staff may take place in the library in person, by telephone, by mail, or electronically. The extent and level of services given vary according to the issue in question and its complexity.

III. RESPONSIBILITY

- A. The Director will prepare a written procedure to insure that employees are trained to provide patrons with excellent reference services using all library resources.

UPPER MORELAND FREE PUBLIC LIBRARY

- B. The Director will insure that written procedures address reference services to include research methodology; recommendation of materials (reader's advisory); organization of materials; procedures to obtain interlibrary loan materials; use of technology, including electronic resources; and referral services.

- C. The Director will establish written procedures that insure that patrons are provided with reference services in a fair and equitable manner and that patrons do not abuse services by excessive or unreasonable demands on library employees.