

## **Kewanee Public Library**

### **Reference Policy**

Reference service is the provision of information in response to a patron's inquiry. The Kewanee Public Library District provides reference services to all library patrons, regardless of age, gender, sexual orientation, religion, race, disability, socio-economic status, or residency. Library patrons do not need to be library card-holders to receive reference services, and these services are available during all hours the library is open.

The following services are provided by adult and youth services staff:

- Reader's advisory
- Assistance using the library's physical and digital collection
- Assistance using the library's resources, including equipment and databases
- Referral services
- Interlibrary loan and resource sharing
- Research assistance

Reference assistance may be requested in person, by mail, by phone, by email, or via social media. The library strives to provide accurate, up-to-date, relevant information of local, national, and universal importance. Staff provides basic training and assistance in the use of library technology and equipment. Staff will not give opinion as fact or offer legal, medical, consumer, tax, or financial advice. Research and homework help are limited to locating resources and offering introductory training in using those resources. The reading, interpretation, and use of the materials is the responsibility of the patron.

Instruction in the use of the library collection and resources, including the use of equipment and digital materials, may be provided through group tours, classroom instruction, and one-on-one training as time and resources are available. Technical assistance may also be provided.

The library does not charge for instruction, cursory research assistance, or reader's advisory.

The Reference Policy is reviewed every other year or more often as needed.

Adopted: December 12, 2022