

Reference and Information Services Policy

Scope of Policy			
<i>Scope:</i>	Provide guidelines for use of library reference and information services	<i>Effective Date:</i>	Revised 4/12/2021

Provisions

Delivery of Reference and Information Services

The informational needs of every library patron will be facilitated equitably and with objectivity, respect, and confidentiality.

Patrons need not be Marion Public Library cardholders to use the in-house reference materials and services of the library. Patrons are also able to use the library's internet computers for reference work; please refer to Internet Policy and Laptop Loan Policy for details.

The library responds to all requests for reference and information service assistance whether made in person, by telephone, mail, or electronic means. Each request will be answered as received with the following priority:

1. In person
2. By phone
3. By virtual chat
4. By email
5. By mail

Library staff receiving a request for information will exhaust all resources (including time) available to them. Requests that cannot be answered may be referred to other sources.

The library does not provide:

- Genealogical research (*e.g.* searching microfilm/fiche for obituaries, searching census records). Depending on the inquiry, referrals may be offered.
- Estimates or appraisals of value (car values will be provided from the N.A.D.A._appraisal guides).
- Opinions or consultations regarding taxes, medicine, or law (will be limited to short factual answers from sources, but no interpretation will be given and the source will be cited); patrons may be referred to the Iowa State Law Library for legal questions.
- Patent, trademark, or copyright searches.
- Instruction in the use of computer programs.
- Extended research for individual patrons.

Telephone Reference Service

Time permitting, telephone queries that can be answered quickly will be handled immediately. Telephone requests that take more time are offered a return call.

Materials for Use in the Library Only

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Materials in the Reference and Local History collections must be used in the library.

Confidentiality

See Confidentiality of Library Records.