Poplar Creek Public Library District

Reference and Readers' Advisory Services Policy

The Poplar Creek Public Library District (PCPLD) reference staff, to the best of their abilities, will provide accurate information and current materials in an efficient, courteous and timely manner. Reference and readers advisory services are offered free to all library patrons.

Access and Service

Reference and readers' advisory services are provided at designated public service desks at the main library and the branch. Print and electronic resources are available to assist staff and patrons in answering questions. Information requests may be made in person, by telephone, by electronic means and through the mail. Priority is given to the in-person requests.

Responses to Requests for Assistance

Reference service is provided by trained staff during all hours the Library is open. Branch staff may refer reference questions to the main library. Staff members will attempt to answer questions at the time the request is made and to work within the patron's time requirements. When answering a patron's reference question, staff will cite the resource(s) from which the information is obtained. The producers of resources, not the Library itself, are responsible for accuracy.

Staff will not provide the following kinds of assistance, which are deemed to be beyond the scope of the Library's service responsibilities.

- Interpretation, advice, or personal recommendations in any area other than the use of Library resources. This includes, but is not limited to, legal, medical, financial, or tax advice.
- Critiquing or editing patron documents, including resumes for job seekers.
- Completing forms (including online forms) or entering any personal information.
- Online shopping, price comparisons and other personal business.
- Solving or troubleshooting problems with patron's personal computers or other electronic resources. (In such instances, staff is permitted to assist by attempting to locate relevant instructions and similar kinds of information for patrons.)

One on One Library Assistance

Reference staff may be available to work one-on-one with PCPLD cardholders to assist in their information needs. Staff instructional sessions include, but are not limited to, using the Library's research databases, training on internet, basic Microsoft products, and specific electronic devices. One-on-one sessions are generally 30 minutes. Staff reserve the right to schedule appointments for one-on-one sessions as time permits.

Ethical Considerations

All requests are treated confidentially, courteously, and without regard to age, race, sex, social, or economic status of the patron. Names of users and the transactions which occur between users and the staff are confidential and not discussed outside a professional context.

The Library adopts and adheres to the American Library Association Code of Ethics.

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