

West Hartford Public Library

POLICY MANUAL

Title: Reference and Information Services Policy

Revised and adopted by the Library Board June 18, 2018.

The delivery of reference and information services is central to the library's mission and is essential to fulfilling the Library's vision of empowering individuals to reach their full potential and pursue life-long learning.

Definition

Reference and information service is defined as

1. Identifying a person's information need and fulfilling it
 - a. accurately,
 - b. courteously,
 - c. impartially and
 - d. efficiently
2. Using authoritative, up-to-date resources which may be found **online or in print** either within and/or outside of the West Hartford Library system.

Reference and Information Services supports the library's mission and vision by:

- Providing accurate, unbiased, verifiable information in response to patron requests in person, by telephone, and electronically.
- Assisting and educating patrons in the use of library resources individually, at their point of need, or through group instruction
- Selecting and maintaining a balanced collection of authoritative resources in a variety of formats and coordinating that collection system-wide in conjunction with division heads and branch managers
- Optimizing and facilitating round-the-clock access to informational resources and services via the library's website
- Providing interlibrary loan services to obtain items not owned by the West Hartford Library System (see ILL policy)

Ethical Principles

- Library users are served equally, regardless of age or circumstance
- Personal biases and opinions do not intrude on the reference interview
- Information is provided in an impartial and professional manner without exception
- All reference transactions are confidential

Replaces *Reference Services Policy* adopted June 15, 1993.