Kewanee Public Library District

REFERENCE SERVICE POLICY

A. Reference service and access to the entire reference collection will be provided to patrons of all ages. Full in-house reference service is offered to all patrons regardless of place of residence.

B. Reference service is provided 100% of the hours that the library is open to the public.

C. Reference service is provided in response to all forms of inquiry, including telephone, Fax, mail, and e-mail.

D. When reference questions cannot be answered in-house, the questions will be referred to other sources. Interlibrary loan services resulting from reference questions will be provided for patrons in good standing with a current Kewanee District library card.

E. Students with homework questions and trivia contest participants will be encouraged to use the library resources themselves.

F. Fees will not be charged for in-house reference service. Patrons may be charged for fees charged to the library from referral sources. Patrons will be advised of this cost before the referral is made.

G. Reference staff will serve patrons courteously, impartially and with confidentiality.

H. This reference service policy will be made available to the public.

I. Reference service will be evaluated annually.

J. This policy will be reviewed and updated every third year or as needed by the reference staff, the library director and the library board.