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REVISED 11/09, 11/22

PUBLIC SERVICE

(3.6) Reference

Reference service provides information directly to individual inquirers on a one-to-one basis.

The reference transaction is managed as a practical, private conversation between the librarian and the individual seeking information. Respect for the inquirer and their right to privacy will be maintained during the interview. The goal of the interview is to find out exactly what is needed and to locate sources which answer that need. If a reference inquiry cannot be answered within a single shift, the staff person on duty may share the inquiry with other library staff who will continue to work on the question.

Service priorities during any shift are set by the staff members on duty, who will use professional judgment regarding urgency and extent of assistance required. In-person service normally has priority over telephone service. Return calls on pending telephone questions are made as soon as possible, normally within the same day, and the caller is advised when callback may be expected.

Referrals may be made by staff to other libraries, government agencies, and other appropriate sources of information when resources within the local facility are exhausted.

Readers' Advisory service is also an integral part of reference service in the public library. Staff members welcome the opportunity to find out what topics/genres interest the reader and to locate books and other materials that fit those interests.

Children's reference questions are handled with the same attention as adult questions; however, students doing assigned school projects or research papers, may be asked to come into the library in order to see materials to help define their project. Helping students learn to find information independently is assumed to be as important as providing specific information.

Medical, legal, and IRS/tax questions will be answered only by stating author, title, publisher and date of source, followed by exact reading of relevant passages. No summaries or opinions or advice other than referrals to other sources can be given on medical, legal or IRS/tax questions.

For contests and puzzles, staff discretion will be used in limiting time given to patrons.

Information Databases on a wide variety of topics are offered through the library. Most are available outside the library through the library's website using one's library card number. Library staff will show patrons how to use these resources on an individual basis and are also available to present structured instruction for groups. Call the library at 907-586-0442 for more information. A complete listing of all current database offerings is on the library's web page at <https://juneau.org/library/resources>

If **Lemon Creek Correctional Center (LCCC) inmates** call the library for service, staff will handle inquiries by telephone only. If callback is needed, it is the inmate's responsibility because an outside caller cannot

reach inmates by phone. If an inmate makes a request which would involve sending materials, staff will advise the caller that such requests must be initiated with the LCCC staff member in charge of library service.