

# VALLEY COTTAGE LIBRARY

110 Route 303, Valley Cottage, New York 10989 • 845.268.7700 • [www.valleycottagelibrary.org](http://www.valleycottagelibrary.org)



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## Reference Service Policy

Reference librarians will provide information in the form of short answers to specific questions (ready-reference) and guidance in locating material for patrons who appear in person, call on the telephone or request information through correspondence.

While not responsible for actual research, reference librarians will assist patrons in the use of the Library and teach research methodology, when appropriate. This includes providing help in developing a research strategy and advice on whether a trip to the Library would be worthwhile for individuals who telephone or communicate electronically.

Reference librarians will provide bibliographic verification of items both in the Library and not owned by the Library and will assist patrons in obtaining materials through interlibrary loan, when appropriate.

Reference librarians will accompany the patron to find the material requested if available and confirm that the information meets the patron's needs.

Reference librarians may refer library users to other departments, agencies and libraries in pursuit of needed information.

Patrons, businesses and other institutions are expected to use the Cross Reference Directory in the Library. Information from these sources will not be provided over the telephone.

Consumer information, medical, legal and financial questions will not be answered over the telephone except when quick definitions are required. No market quotations are given over the telephone.

Telephone inquiries will be handled as extensively as time permits.

Reader's advisory, as it serves to fill the Library's mission of satisfying the recreational needs of our community, shall be provided by trained, professional reference staff. Staff is expected to be enthusiastic consumers of the Library's print and media collection.

Reference librarians will assist patrons in the use of technology necessary to satisfy their objectives. This may include instruction in the use of the Internet, email or filling out online applications.

Reference service should be considered collaborative in nature. All available staff shall be considered as a resource in satisfying a patron's inquiry regardless of which individual received the initial inquiry.

Librarians are expected to be able to provide guidance to appropriate sources of information but should not provide interpretation of material.

All requests for reference information or materials are confidential. However, staff may consult other colleagues in an effort to complete an inquiry.

Adopted 9/4/91  
Revised 11/18/10