

REFERENCE POLICY

- During the library's hours of operation, the staff will answer quick, ready reference questions either in person, by telephone, or e-mail (electronic mail).
- While the library staff does not perform research services, patrons involved in lengthy research or genealogy projects will receive guidance on resources and searching methods. Genealogy questions may also be referred to the Buchanan County Genealogy Society as they have many additional resources available.
- Reference interviews. In helping patrons in their search for information the library staff must determine the need of the user by conducting a reference interview. To properly conduct this interview each staff member will be asked to take part in reference interview training.
- Types of Reference Questions:
 - Books and authors: Patrons who wish to know if the library has a specific book or particular author will be instructed in the use of the card catalog.
 - Homework: The library staff does not provide the answers to homework questions. It is felt that the function of the library staff is to instruct students in the use of library tools, rather than to provide the answers.
 - Professional opinions: Medical, legal, tax, etc. literature is kept in the library for patron use. The library staff doesn't interpret or give opinion on such questions.
 - Contests, quizzes, and crossword puzzles: These questions are not answered, but the patron will be directed to sources from which the answer might be found.
 - Online searches: Patrons will be encouraged to use the library's Internet connection to obtain information they require from online sources and databases. Patrons must agree to appropriate usage policies prior to using the computer.