



## REFERENCE SERVICES POLICY

*Adopted July 21, 2016*

The Osceola Public Library staff provides knowledgeable, personalized assistance to help patrons find information and select and use library resources.

Library staff treats all requests, and the customers who make them, with respect. Appropriate assistance is provided courteously and impartially to all, regardless of age, background, disability, origin or views.

For reference services, staff uses information based on accurate and authoritative print or online sources, or learned from a reliable authority. The source for an answer is cited.

The Osceola Public Library staff will provide assistance to those seeking recommendations for books or other library materials to suit their particular tastes and interests. In addition to relying on their professional knowledge and experience, staff may consult print, online and other sources.

In order to ensure equitable access, staff may impose reasonable limits on the use of resources and facilities. This includes limiting the amount of time and level of response provided to a patron.

Staff may refer a question or patron to an appropriate outside source if the request cannot be answered using the library's resources.

Individuals may make their request by telephone, email, letter, or in person at the Osceola Public Library.

All library transactions are confidential under Wisconsin Statute 43.30.

Reference and recommendation services are provided in a manner consistent with the Library Bill of Rights and the American Library Association Code of Ethics.

*END OF POLICY*