

**Cedarburg Public Library
Policy Manual**

Reference and Reader's Advisory Policy

Purpose

The Library provides Reference and Reader's Advisory services to help patrons find information, select library materials, and use library and information services. This policy describes the parameters of the service and how it will be delivered by library staff.

Policy

1. Library staff responds to requests for information and assistance by using the library's collections to the fullest extent possible and identifying resources beyond the library whenever necessary. Staff uses professional judgement to assess needs and provide information, assistance or instruction appropriate to individual requests. In all subject areas, staff will avoid personal interpretation, comment and recommendations.
2. Library staff will reply to all requests for information. Requests may be submitted in person or by telephone, e-mail, or any other available means. Questions will be answered on a first-come, first-served basis, with priority given to in-person inquiries.
3. Reference transactions are confidential under Wisconsin Statue 43.30.
4. In providing reference and reader's advisory services, staff does not discriminate on the basis of age, gender, race, sexual preference or disability.
5. In order to ensure equitable access to service, staff may set reasonable limits on the amount of time, level of response, and use of resources and facilities given to patron requests. Complex questions may require that patrons participate in finding needed information, with staff providing guidance and assistance.
6. Patrons are encouraged to participate in an in-person reference interview in order to gain the greatest benefit from the service. When a reference or reader's advisory question is not submitted in person, the response may be limited to brief definitions or descriptions provided on the telephone or by e-mail, fax or mail. Sources are quoted verbatim without interpretation.
7. Reference materials are circulated in accordance with the library's policy for those materials. Authorized staff may make exceptions to the circulation policy, at their discretion, provided that the patron is a library cardholder in good standing. If an exception is made, the reference item is loaned for the shortest possible time and may not be renewed after the initial period.
8. Reference and reader's advisory service complies with copyright and other applicable restrictions in the use of library materials.
9. Reference and reader's advisory service is provided in a manner consistent with the Library Bill of Rights and the American Library Association Code of Ethics as currently amended.

This policy replaces any previous policy regarding reference and reader's advisory services.

September 29, 1999 Adopted by the Joint Library Board

July 20, 2016 Revised and adopted by the Cedarburg Public Library Board