

## REFERENCE SERVICES POLICY

Adopted by C.A. Friday Memorial Library Board of Trustees: February 26, 1998

Revised: July 11, 2022

### Purpose

The Friday Memorial Library seeks to be a dynamic and friendly hub for the community. We are a gathering place for people in the New Richmond area to learn, explore and connect. We offer books, movies and music, as well as exciting programs for all ages.

We envision a community that is engaged and active, seeking to work together to realize our shared goals and dreams.

The purpose of this policy is to outline the scope and limits of our reference and information services.

### Guidelines

#### Ethics, Confidentiality, and Impartiality

Patron questions are addressed with no distinction about the purpose of the inquiry or the use of the information. All questions are handled in confidence and with impartiality. Staff does not discriminate based on age, gender, race, sexual preference, disability, or appearance in providing reference service. Service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics, and copyright law.

Library staff strives to provide complete, accurate answers to all queries. Simple questions are usually answered fully and quickly. Complex questions may require follow up at a later time. Complex questions may also require the patron's participation in the information search with staff providing guidance and advice on the search strategy and process. When questions cannot be answered fully with the available resources, staff provides referrals to experts, organizations, and other authorities.

The Library reserves the right to refuse to answer questions that are offensive and/or inappropriate in accordance with the Library's Rules of Behavior Policy.

### Limitations:

As information professionals, library staff provide guidance and instruction. Library staff are not able to provide services in other areas of professional practice. Staff do not:

- Handle confidential information such as social security numbers, credit card numbers, account information or medical information. If such information is viewed inadvertently, staff makes every effort to protect patrons' privacy.
- Provide medical, legal, copyright, financial, tax, or product advice.
- Recommend individual practitioners such as physicians, attorneys, daycare providers or tutors.
- Offer more than limited assistance with patrons' personal technology.
- Provide appraisals of books, artwork, antiques or other collectibles.

- Provide editorial or translation services.
- Provide career counseling advice.
- Provide any information that violates WI State Statute §995.50 or infringes on the right of privacy of any patron or citizen.

#### Special Considerations

##### Historical and Genealogical Research

The Library has a collection of Historical and Genealogical resources that are free and available for anyone to use. Some of these resources may require you to be in the Library in order to access them.

Library staff are able to help you access the material, but will not be able to assist with in-depth research, unless an arrangement has been made ahead of time. If you would like more assistance, we provide some research services for a fee. More information as well as the current fee may be found on our website or by contacting the Library.

##### Technology Assistance

The Information Staff are able to help troubleshoot minor technological issues. We can assist you with any library-related apps or platforms, and we may be able to help with basic computer and technology questions. That said, our staff is not trained to deal with complex technological problems and cannot address any issues that may require more in-depth assistance.

When requesting assistance from Library staff regarding any personal device, it may be necessary for us to handle the device. The Library and Library staff shall be held harmless for any consequences that may occur. If you have sensitive material on your device or believe it could be easily damaged, please consider this before asking for assistance.

##### Proctoring

Friday Memorial Library Information Staff may be able to serve as exam proctors. We are willing to provide this service if the educational institution's proctoring requirements are compatible with our staff and operational factors. The student is responsible for verifying with the issuing institution that the proctoring staff and procedure for testing meet that institution's requirements.

In order to use our proctoring services, arrangements *must* be made ahead of time. Please contact the Library to set up a time for proctoring. You must have a valid ID that can be used to verify your identity.