

# Spring Township Library Association Reference Policy

## **Role of Reference in the Library**

The role of reference services and of the reference staff is to make information available to library users. The librarian and staff will pursue this goal by delivering personal service in response to requests for information. This personal service takes three primary forms:

1. Finding information to answer specific questions.
2. Helping users to find information themselves.
3. Providing instruction in the use of library resources.

Reference service will be available to everyone. Children will be treated with the same patience, courtesy, and tolerance as adults.

## **Reference Materials**

The Libraries provide a basic level reference collection for patron use. This collection consists of a current encyclopedia, dictionaries, atlas, almanacs and a variety of reference sets, reference tools and biographical materials. The Spring Township Library's reference collection is reviewed and evaluated by the library director on an ongoing basis; the West Lawn/Wyomissing Hills Library's reference collection is reviewed and evaluated by the branch manager on an ongoing basis. The need for current reference materials is crucial. New materials will be added as demand increases and as budget allows.

## **Electronic Sources**

Electronic media resources enhance our print reference collection. Resources provided by the Pennsylvania POWER Library are also available to registered library patrons through their home Internet service, therefore making it easy and convenient to access needed information.

## **Confidentiality**

In compliance with Pennsylvania's Act 90, the Library Records Confidentiality Act, librarians will not reveal the names of patrons or the nature of materials used by them to anyone except by court order in a criminal proceeding.

## **School Assignments**

For students visiting the library, the staff will answer questions and instruct the students in the use of library resources.

## **Tax Information**

While some tax forms may be available at the library, the staff will not attempt to answer specific tax questions or to offer advice in filling out tax forms.

## **Referrals**

If information is unavailable in the library, the staff will confer with the Reference Department at the Reading Public Library for assistance.

## **Telephone Requests**

Reference requests by telephone are provided as an added convenience to the community. Professional judgment and common sense must determine priorities. However, telephone callers will be extended the same courtesies as those using the library in person.