

Reference Service Policy

Purpose of Reference Service

Providing general reference service or answering questions is a key role of the Gilford Public Library.

Goals

The goals of reference service are as follows:

- to provide materials, services, and a trained staff to meet patron needs for timely and accurate information.
- to encourage patrons to seek the assistance of the staff to meet their readers' advisory and information needs.

Standards

Effort is made to answer all types of questions with no distinction made about the purpose of the inquiry or the use of the information. All questions are handled in confidence and with impartiality.

Availability

The Library provides reference assistance to any patron requesting it, regardless of residency. Service is provided by trained staff during all hours the library is open however at many times during the day there is only one person at each service desk to handle all inquiries and check-outs. The person scheduled should call for back-up if available and will attempt to provide assistance in a timely manner.

Answering questions

Staff will complete a thorough search of appropriate in-house and electronic sources. Questions which cannot be answered in a timely manner will either be followed up on at a later time or referred to an appropriate agency. The staff shall not offer investment, medical, or legal advice but will guide the user to the material available on the topic of interest.