

REFERENCE POLICY
El Reno Carnegie Library

Reference and information service is an integral part of the library's commitment to serve the needs of the residents of El Reno and the surrounding area. Library staff will address inquiries accurately, promptly, and courteously. It is the primary intent of the library to provide answers to patron's questions. (As time allows, the library will provide instruction for users to find information for themselves.)

Oklahoma Law protects the confidentiality of library user records. * Reference service is also confidential. Staff shall not discuss patrons, their borrowing habits, or their information requests except as required in seeking assistance from other library staff to find the desired information.

**The Confidentiality of Library Users' Records law is O.S. 65 Sect. 1-105(1991)*

All reference and information questions shall be handled with equal effort, regardless of the originating sources. However, the library will handle in-person requests first, telephone requests second, and mailed or email requests last.

The library will provide information for uses, but will NOT interpret or evaluate any type of information. Staff members may point to resources that assist with medical, legal, or tax questions. Staff must not offer opinions, personal experiences, recommendations, or advice concerning medical, legal, or tax questions.

The library's ability to provide reference service will be limited by the following factors:

- A. Patron's time limit
- B. Complexity of the topic
- C. Number of patrons needing assistance
- D. Number of staff available to help patrons

Telephone reference service is limited to information that is readily available, does not require extensive searching, and may be imparted over the telephone. If questions cannot be answered quickly, they will be taken as a callback or referred to another agency. Medical, legal, or tax questions will not be answered by telephone.

City directory requests, telephone directory requests, and internet requests should be limited to three.

Copies made from print reference materials, databases, or online resources are subject to printing fees.

Revised & Accepted October 2008

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