

## II. Reference Services

RFPL provides reference services to RFPL patrons through the use of print and online resources by professional librarians and other trained staff members. Reference services and materials are available to everyone regardless of age, race, gender, social, or economic status, and RFPL adheres to the American Library Association's Code of Ethics. Questions and transactions that occur between RFPL patrons and staff are treated confidentially and with respect, and are not disclosed outside a professional context.

Reference services:

- Provide assistance with the use of RFPL resources,
- Provide information in response to a patron's question,
- Provide assistance with locating library materials, and
- Provide reading, listening, and viewing suggestions to patrons.

Reference services and materials are available during RFPL hours and are provided in response to all forms of inquiry, including but not limited to patrons at RFPL, over the phone, or online. Requests will generally be handled in the order in which they were received. More complex questions may require follow up at a later time. Follow up responses to more complex questions may be conveyed in the manner of the patron's preference. Some 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.

Staff may limit the amount of time and level of response when providing reference services. Reference services do not include, and staff will not provide, services such as: typing or translation services; appraisals of books; career-counseling advice; entering of personal or credit card information in online forms; or providing medical, legal, copyright, financial, or tax advice. IT support on personal devices and hardware is not available.

Approved by the RFPL Board on April 18, 2017