

II. Reference Services

RFPL provides patrons with reference services delivered by professional librarians and other trained staff members. Reference services are defined as assisting patrons in obtaining quality information from accurate, authoritative, and current print and digital resources. Reference services and materials are available to everyone regardless of age, race, gender identity, social, or economic status. Questions and transactions that occur between patrons and staff are treated confidentially and with respect, and are not disclosed outside a professional context. RFPL adheres to the American Library Association's Code of Ethics.

Reference services provide:

- Assistance with the use of RFPL resources;
- Information in response to a patron's question;
- Assistance with locating library materials; and
- Reading, listening, and viewing suggestions to patrons.

Reference services 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, online, or at offsite events. 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.

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