

## **Reference and Research Policy**

(Adopted April 2021)

### **Purpose and Goals of Reference Services**

The Plainfield-Guilford Township Public Library provides courteous, prompt, accurate, and high-quality assistance to patrons seeking information, research, materials, readers' advisory services, or guidance in the use of the library.

### **Ethics, Confidentiality, and Impartiality in the Reference Transaction**

Library staff provide information in an impartial and professional manner, even when contrary to personal beliefs and opinions.

All requests for information and resulting patron records will be kept confidential, in accordance with the *Evergreen Indiana Patron Record Confidentiality Policy*, the *Evergreen Indiana Code of Ethics for Staff* and the *American Library Association's Code of Ethics*.

Library staff should *always* cite the reference source used for the answer.

If the reference question is unable to be answered by library staff, efforts will be made to refer patrons to appropriate outside sources.

### **Service Limitations and Boundaries**

The Library reserves the right to establish boundaries in the provision of reference and research assistance, especially when said assistance compromises the ability of library staff to provide equitable service to others or unduly monopolizes library staff and resources.

Library staff are not permitted to act on behalf of patrons or serve as third party advocates. Staff may provide referrals to outside organizations and services as requested, such as tutoring and test proctoring.

Library staff are not able to set-up, troubleshoot or repair patron equipment or personal devices.

In the instance of legal, medical, financial, or tax related questions, library staff may only guide patrons to material available on the topic of interest or, for more in depth questions, refer to an appropriate outside source.

Staff may not suggest, recommend, evaluate, interpret, advise, relay personal experience, or provide personal testimonials or anecdotes when answering questions in the aforementioned fields. Additionally, staff may not, under any circumstance, serve as a surrogate for a professional in any of the fields listed above.