



Reference & Reader's Advisory Policy

The Nippersink Public Library District is dedicated to helping people obtain information for their educational, recreational, professional, and personal needs. Library staff members connect patrons with Library resources and information and provide reference services to all on an equal, nondiscriminatory, and nonjudgmental basis, regardless of any attributes of the patron or the subject matter of the inquiry. Reference inquiries can be made in person, via phone, or by electronic communication.

The Library makes its best effort to accommodate patrons, and staff members are able to conduct reference interviews and provide information not only in person but also remotely via phone, video teleconference, email, and other electronic means. Interactions with patrons are handled with courtesy, impartiality, and discretion.

The Library's primary reference and reader's advisory services are:

- Technology assistance, including the use of the Library's physical equipment and digital resources
- Guidance in navigating the Library's catalog and locating materials within the collections
- Consumer research
- Support for students of all ages

As a popular materials Library, the Nippersink Public Library District has limited resources and cannot conduct in-depth research or provide genealogy assistance for patrons. Additionally, staff members are not able to offer interpretations, recommendations, advice, or personal opinions in professional practice areas.

Reference services outside the Library's scope include:

- Advice on medical, legal, financial, or tax matters
- Recommendations of professional practitioners such as physicians or attorneys
- Handling confidential personal information, such as Social Security numbers, account details, or medical histories

When staff members are unable to adequately answer inquiries using Library resources, they may refer patrons to external informational sources. Library staff have an obligation to provide the most accurate reference answers possible and therefore must rely on reputable sources for obtaining information. Staff must exercise good judgment and identify reliable, unbiased resources. Library staff receive regular training in reference services to maintain a standard of best practices.

Reference assistance should be offered when a patron asks for help or whenever someone appears to need assistance. Library staff may provide printouts or copies free of charge when necessary and appropriate for answering reference questions. Reference materials are typically for in-Library use only; however, exceptions for checkout may be granted under special circumstances at the discretion of the administration team.

Library staff are available to work with patrons one-on-one in personalized Book-A-Librarian sessions to provide assistance with a variety of reference topics. These sessions can be scheduled in advance, and the Library also welcomes walk-ins when time and staff availability allow.