

COLONA DISTRICT PUBLIC LIBRARY REFERENCE POLICY

PURPOSE OF POLICY: *To define the services the library provides, to whom they are provided, as well as any restrictions on the provisions of services.*

Reference service is given in a friendly and efficient manner to anyone who telephones, emails, or comes into the library. The staff helps the patron find the information within a reasonable timeframe. The staff does not give advice, opinions or interpret information. All available materials are utilized with the assistance of our capable staff.

The staff attempts to answer a request within a 3-5 minute time period. If the staff is busy or the search will take longer, the patron's contact information is taken and the patron is contacted as soon as possible. If the patron requests, the information may be held at the desk for 24 hours.

- ◆ Requests related to homework questions and trivia questions are answered if doing so does not exceed the 3-5 minute time frame.
- ◆ When all possible help has been given at the local level, other options are suggested—such as referrals to other sources within the Reaching Across Illinois Library System guidelines.

Reviewed March 1994
Reviewed March 1997
Revised: February 22, 2002
Revised: March 2004
Revised: March 2007
Revised: March 9, 2010
Revised: August 13, 2013
Reviewed: October 11, 2016
Reviewed: August 13, 2019
Reviewed: August 9, 2022 (SK)
Reviewed: August 12, 2025 (SK)