



REFERENCE POLICY

The Galena Public Library provides reference service and materials to all persons. Reference service and materials are available during all hours the library is open and are provided in response to all forms of inquiry including, but not limited to, patrons in the library, telephone, and email. All names and reference inquiries are confidential and not discussed outside a professional context.

When in-person, telephone, or email requests are received at the same time, priority will be given to the person in the library; however, a phone transaction already in progress will conclude prior to assisting with the walk-in request. A patron who is unable to physically visit the library may obtain copies either by mail or by homebound service. Detailed inquiries may take additional time to complete. All reasonable efforts will be made to answer questions promptly, accurately, and efficiently.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with a professional from the above listed fields for additional information or advice.

When offering help with technology, staff will offer basic help on devices and software applications, but are not responsible for any changes made to the devices. Library staff will not fill out forms on behalf of patrons whether in print or online.

Approved: 4/21/1999
Revised: 10/10/2006
Revised: 11/20/2012
Revised: 05/15/2023