

W. G. Rhea Public Library Reference Policies

The W. G. Rhea Public Library does not have a Reference desk or Reference librarians. All reference questions can be answered by any of the staff. Reference questions that cannot be answered are to be researched by staff to try to obtain the needed information if possible.

The Library will strive:

- To provide personal assistance without discrimination to library users seeking information
- To select, acquire, and organize sources of information to meet the needs of library users
- To identify and promote the information needs of potential users in the community
- To cooperate with other community agencies and organizations in their efforts to serve the community
- To ensure that library users receive a consistent level of services
- To present programs and tours in the library and in the community on reference services, library use and reference sources.

All reference questions are treated confidentially. The requests made in-person will take precedence over those made via telephone.

Accurate statistics regarding service to customers will be recorded. The staff will use the reference statistic gathering page in recording this information.

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