

# PRIORITIES FOR REFERENCE SERVICE

## POLICY QUESTIONS TO ADDRESS

1. What is the purpose of identifying priorities for reference service?
2. How does the provision of information service support the library's goals and objectives?

## DEFINITION

How does the library define the term *reference service*?

## REGULATIONS QUESTIONS TO ADDRESS

1. Who is responsible for providing information service?
2. Has the library developed guidelines for the provision of information service? If so, please attach a copy.
3. Are all library customers eligible to receive information service on an equal basis or do the quantity and/or type of service vary with the age of customer, his or her residence or any other factor?
4. Are there limits on the type or quantity of service that is provided if the question is on one of the following topics:
  - a. Law
  - b. Medicine
  - c. Genealogy
  - d. Finance such as investments, taxation, economic analysis
  - e. Appraisals
  - f. Other
5. Will the library answer questions if it is apparent that the library customer is requesting the information to participate in a contest?
6. Will the library answer questions if it is apparent that the library customer is requesting the information as part of a home work assignment?
7. How are staff to prioritize requests for service that are received from customers in the building, customers calling on the telephone, customers who have submitted questions via the mail, email or fax? Does the type of service provided or the amount of assistance provided vary depending on the method by which the questions was received?
8. How are customers made aware of the availability of information service provided by the library?
9. Is information service provided to individuals who live outside the library's service area? If so, does the type of service provided or the amount of assistance vary from the service that would be provided to local residents?

10. Is there a time limit on how long staff will search for the answer to a question or how much time they will assist with a customer with a request? If so, what is that limit?
11. Under what circumstances, if any, is a questions referred to another library staff member for resolution?
12. Under what circumstances, if any, is a question referred to another library?
13. How is the customer's confidentiality protected during the information service transaction?
14. If a customer wishes to propose a change to the library's information service policy, to whom should the proposed changes be sent? What process will be followed to evaluate the suggestion? How will the customer be made aware of the library's decision regarding the decision?
15. If a customer believes the information service he or she has received is insufficient for any reason, whom should he or she alert about the concern? What process will be followed to investigate the concern? How will the customer be informed of the actions, if any, which the library took?
16. How is information service evaluated? How is the information gained in the evaluation used to improve service?
17. Does the library collect any statistics associated with the provision of information service? If so, what is collected and how are these statistics used?