

Reference Services Policy

The Dresser Village Library staff will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the phone, or request information through correspondence.

Staff will assist patrons in the use of the library and teach research methodology, when appropriate. This includes providing help in developing a research strategy and advice on whether a trip to the library would be worthwhile for individuals who telephone.

Staff will provide bibliographic verification of items both in the library and not owned by the library and will assist patrons in obtaining materials through interlibrary loan, when appropriate.

Staff may refer library users to other agencies and libraries in pursuit of needed information. Staff may consult appropriate digital resources as well as the regional resource library and other agencies by telephone in pursuit of “ready reference” information.