

## POLICY STATEMENT OF REFERENCE SERVICES

The goal of the reference service staff of Samuels Public Library is to provide a high quality public service by offering accurate information in response to user requests. An efficient, timely, courteous, and impartial delivery of information services will be employed.

In support of this goal, the philosophy of reference service of Samuels Public Library is based upon the following principles:

1. Users of all ages and circumstances are treated with equal attention and With sensitivity to their particular needs.
2. All requests by users for information are legitimate and are handled as such.
3. Users receive information, not staff opinions, in response to their questions. It is the responsibility of staff to provide information in an impartial and businesslike manner, even when it is contrary to personal beliefs.
4. Reference staff subscribe to the "Statement on Professional Ethics, 1995" - See APPENDIX A.
5. Full confidentiality of patron requests is always maintained.
6. All requests are either answered or redirected, if at all possible.