

REFERENCE POLICY

MISSION STATEMENT

The Library serves students, faculty, and staff as well as members of the community. The library provides reference services to support education, research and general information.

The Reference staff adheres to the ALA Statement of Professional Ethics found in <http://www.ala.org/ala/oif/statementspols/codeofethics/codeethics.htm>. All requests are treated professionally and held in confidence except when it is necessary to discuss the transaction in a professional context with another librarian.

SERVICES AND GENERAL PHILOSOPHY

The library staff provides reference service during the hours the library is open. The reference staff educates users so they understand and effectively utilize the full range of resource materials and information services available. Statistics on the number of questions asked are maintained. The quality of services provided will be assured by regular evaluation.

Reference service is offered in the following ways:

- Reference service in the reference area.
- Instruction on using printed and electronic resources is given.
- Reference staff may perform Library assigned work during slow times at the desk, but providing assistance to patrons is the priority. Requests for assistance are given priority on a first-come first-served basis.
- Patrons may be asked to give up their workstations if they are not using them for academic purposes and they are needed for such.
- When asked legal, medical or business reference questions, reference staff should clarify their role as information providers, but not as interpreters of that information.
- Reference materials do not circulate; however, a reference librarian may allow an MDC faculty or staff to check the material out for a limited time.
- Copyright compliance will be adhered to in all reference transactions.

Reference service via telephone

- Priority is given to on-site inquiries over telephone inquiries.
- Voice mail calls will be answered promptly.

Reference service via electronic mail

- Priority is given to on-site inquiries over electronic mail inquiries.
- Electronic mailboxes will be checked daily and inquiries answered promptly.

Students, faculty, and staff may schedule an appointment to meet with a reference staff member if they have a special need that can not be met via an inquiry in the reference area.

Meetings will be scheduled with a reference staff member during the faculty librarian's office hours.

On-site Internet service

- Reference staff will not provide assistance with chatting or any other site that is not academic.
- Patrons will be provided with a brief introduction to Internet searching but not extensive instruction.
- Printer paper is not provided.

Library instruction/Information Literacy

- Faculty librarians will provide Library instruction.
- Presentations for classes must be scheduled in advance by the classroom faculty with the appropriate faculty librarian.
- Library instruction will be tailored according to the needs of students in the classes.
- Library Instruction will be tailored according to the subject specific class by the library liaison.
- Statistics on all presentations will be maintained.
- User education will also be supported via one-on-one instruction, handouts and point-of-use materials.

REFERENCE COLLECTION POLICY

The reference collection is developed to provide print and non-print resources that will support the educational, research, and general information needs of the students, faculty, staff, and community.