

OTTUMWA PUBLIC LIBRARY
POLICY AND PROCEDURE

Name of Policy

Reference Question Policy

Purpose: To provide assistance to patrons in finding resources to answer their inquiries utilizing library materials and resources.

Procedure:

1. Reference questions will be referred to the reference librarian, assistant director or director.
2. Priority will be given to in person requests and to Ottumwa residents. Emails and phone calls will be responded to as soon as possible. Phone requests will be limited to one per day and a five minute conversation.
3. Staff will provide and/or suggest search strategies; however, time limitations prevent staff from doing extensive research or providing lengthy book lists. When research is requested the staff will determine if time allows them to conduct it and will ask for a donation and \$.15 per page for printing plus shipping and handling if applicable.
4. Reference help is available M-Sa 9-5.

Date created: 10 June 2013

Revised: 8 August 2016

Revised: 10 June 2019

Revised: 14 Feb 2022

By: Ottumwa Public Library Board of Trustees