

## **X. Reference Service Policy**

The Forest Lodge Public Library:

- Will endeavor to provide succinct answers to specific patron questions and guidance in locating reliable source materials relevant to patron query.
- Will assist patrons in the use of the library's print resources including searching the consortium catalog of the Northern Waters Library Network. Will offer advice regarding research techniques, when appropriate, including initiating web-based searches using Badgerlink or other available databases and common search engines as well as ways to determine if a website can be considered a legitimate information source.
- Will provide bibliographic verification of items at patron request whether or not they are owned by the Forest Lodge Library and will assist patrons in obtaining materials through the interlibrary loan system within Northern Waters or via the WISCAT state-wide system when appropriate or if requested to do so;
- May refer library users to other agencies and libraries, the Northern Waters Library System or regional resource library or some other agency in pursuit of needed information.
- While every effort should be made to satisfy patron queries, library staff cannot be expected to analyze or offer judgment on information, offer advice or opinions on legal, medical or financial issues or fill out or file forms on behalf of a patron.
- It may be appropriate to advise patrons to apply critical thinking skills to assessment of information received from any source.

Approved: June 2, 2022

Board President:



Laurie St. Aubin-Whelihan

To be reviewed every two years.

Review dates: July, 2024