

Definitely Disturb!

Some of you may have noted that we now have two reference desks. Our Quick Answer Desk (QAD to some of us) is situated to the north of the adult check-out desk. The purpose of the QAD is to help patrons locate materials, answer simple reference questions and for the reference staff to have a presence in a section of the library many patrons never stray from-the new books, fiction and paperbacks.

If you approach one of our reference desks and note that a staff member is reading a magazine please know that the staff member is most likely perusing a review journal. We use a number of journals to select materials for the various library collections. Some staff members select non-fiction and others fiction. The library director has the final say as to what is purchased for the Main Library, the Hope Branch and the Bookmobile. At times a patron comes to the desk, sees a staff member reading a journal, and says, "I'm sorry to bother you, but I need..." Please-disturb us! We are here to assist you in locating materials and to answer questions.

Questions, Questions...Even in the age of the Internet we still receive lots of questions. Latest statistics indicate the library system answers over 2,000 reference questions a week! Patrons at times confuse a librarian with a doctor, lawyer, social worker, CPA and more. Questions range from information about a specific prescription medicine, divorce (Can I file for my divorce at the library?) to information on counseling and lots of questions at tax time! The reference staff is equipped to aid you in finding materials on these and other topics, but not to interpreting them. By the way, although you need to go to the courthouse to file for a divorce, you can e-file your income tax or register to vote at your library!

What happened to that book with a yellow cover that used to be upstairs that I read ten years ago? Since a library is continually ordering new materials we need to discard others to make room for the new. As mentioned previously, different staff members select materials in specific areas. These same staff members are responsible for keeping those collections as current as possible. As a result of this process that yellow book you may have read ten years ago may no longer be in our collection. Or that yellow book could now be somewhere else. Several years ago we moved all of the books with the Dewey Decimal classification of 700 from the mezzanine level downstairs. All of our books on tape and CD moved upstairs. To make room for our Graphic Novels the Memorial Books were moved to the beginning of the New Books.

Unlike the way libraries are portrayed at times in movies, television and yes in books, libraries are vibrant and changing. Sometimes the changes are as simple as moving a collection. Sometimes the changes mean adding more staff or computers or rethinking how services are delivered.

If you have not visited your library lately drop by and say hi. See how some things have changed and how some have stayed the same. Register for one of our many classes at the reference desk or let us know if you have an idea for a program or speaker. Remember-Definitely Disturb!

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