

Policy for Providing Reference Services

- A. To provide timely and equal service to all library users, reasonable limits must be placed on the extent to which reference services can be provided to an individual user.
- B. Staff members will make BCPL's reference resources including books, audiovisual materials, the Internet, and subscription services available to all users.
- C. Library staff members will access reference and circulating materials as well as the Internet and any BCPL subscription services to answer a reference query.
 - 1. Staff members will not continue to research a query once BCPL resources have been exhausted, unless the library user can provide additional helpful information.
 - 2. Further outside consultation by telephone, e-mail, letter, or interlibrary loan must be done by the library user. The staff can recommend methods of further research, but the staff will not perform this research.
 - 3. The staff cannot make long distance telephone calls to other libraries on behalf of the library user.
- D. Staff members will assist a library user in the use of BCPL computers and software, but the library user must complete his/her own research, report, or correspondence.
- E. Children's Services staff members will load computer games and assist a library user in opening/beginning the game applications. The staff member will not teach how to play a game beyond showing the user the basic game start-up or serve as a partner in playing a game with the library user.
- F. Staff members can read reference answers to a library user whose eyesight or level of literacy prohibits the user from being able to read this information himself/herself.
- G. Staff members have the discretion to limit or deny interlibrary loan requests for a library user who:
 - 1. Has long overdue materials
 - 2. Refuses to sign the form for agreement to pay photocopying costs.
 - 3. Or has abused interlibrary loan privileges in the past by failure to claim or return loaned materials within the allotted loan period.
- H. Library staff members cannot do the following:
 - 1. Create or send personal correspondence for a library user.
 - 2. Create a resume for a library user.
 - 3. Post e-mails, auctions, or any communications on the Internet on behalf of a library user.
 - 4. Compile reports for a library user.
 - 5. Compile family genealogies for a library user.
 - 5. Provide evaluations or interpretations of medical, legal, tax, political, or religious information.
 - 6. Teach a library user a specific craft, language, or other skill.
 - 7. Do homework for a student.
 - 8. Assist in completing contest entries for a library user.
- I. Staff members can set aside books on a particular topic from which a teacher can choose items for checkout, but the staff will not select classroom collections.
- J. The staff will not save discarded newspapers, magazines, or books for any individual or organization.