REFERENCE SERVICES POLICY

Revised 4.21.2022
Reviewed 3.21.24

The Fremont Public Library District adheres to the ALA Code of Ethics. Reference service and materials are available to all persons regardless of the race, creed, color, national origin, religion, marital status, sexual orientation, gender, gender identity/expression, physical appearance, physical or mental ability, socioeconomic level, education level and any other legally protected characteristics of the patron.

Priority for the reference staff is service to the public with an alert and friendly attitude. If a patron's inquiry involves research in a particular reference book or database, the reference staff should instruct the patron in the proper use of those sources. All reference questions should be answered or referred to another authority within a 24-hour time period during open library hours.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with their professional from the above listed fields for additional information or advice.

When offering help with technology, staff will offer basic help on devices and library-provided software applications, but may not assist with more detailed technological assistance.

Reference service and materials are available during all hours the library is open and are provided in response to all forms of inquiry including but not limited to patrons in the library, the telephone, email, and online chat.

Names of patrons and the transactions which occur between patrons and the staff are confidential and not discussed outside a professional context.