

Reference Policy

Good reference service involves identifying a person's information needs, then proceeding to fulfill them accurately, efficiently, and pleasantly, using the resources available in the library or referring to resources in other libraries or agencies when necessary. The staff will also provide instruction in the use of library resources and facilities.

The policy of Pahrump Community Library is that reference questions and requests for information be answered to the best of our abilities and resources. All questions will be addressed and will remain confidential. Library staff will provide reference service to all library patrons on an equal, nondiscriminatory and nonjudgmental basis.

1. Reference Questions/Inquiries

- Reference staff may help with most kinds of questions, but cannot provide financial, legal, medical, political, or tax advice. Reference staff may respond to these topics by reading directly from the cited source, or by inviting the patron to independently use the library's resources to explore them. Staff also cannot offer interpretation, recommendation, opinion, or personal experience on these topics.
- Reference staff cannot make specific recommendations about businesses or services. Staff may provide directories, online resources, and/or referrals to appropriate agencies.
- Information in response to reference questions will be based on accurate sources and reliable authorities on the subject. The opinion, evaluation, or interpretation by staff, even when requested, is not given as fact.
- Lengthy searches of the internet, periodicals, bibliographic sources, or reference materials are beyond the library's resources to perform. In these circumstances, staff will refer patrons to the resources that they may independently use to answer their questions.
- Telephone, text, e-mail, and social media reference service inquiries should be used for short, factual questions that do not require extensive research by the reference staff. This is due to service to patrons in the library taking precedence over outside inquiries.

2. Reference materials

- Reference materials are available for use in the library by everyone, regardless of age, race, sex, or socioeconomic status.
- Reference materials do not circulate and always remain inside the library.

3. Computer Services

- Computers are available free for PCL card holders in good standing, with no outstanding fees. Patrons log on with the last six numbers from their cards. Guest passes for others are available through Reference for \$1 per hour.
- Reference staff may help patrons navigate internet and computer services, but cannot directly assist with completing job applications, legal forms, or school homework projects.

- If a patron needs extra assistance with computer services, staff may limit the time and response level due to regards for other patrons.

4. Reference staff on desk duty

- Service to the public takes precedence over any other duties.
- Service to patrons in the library takes precedence over telephone and text inquiries.
- Reference staff have the responsibility to anticipate public needs and offer to assist when it appears to be needed. Waiting for patrons to request assistance is insufficient service since many patrons are reluctant to request aid.

5. Interlibrary Loan (ILL) service is provided, through Reference, to obtain books from other libraries.

- ILL service is available to Library cardholders in good standing, with no outstanding fees more than \$4.
- ILLs may be requested at the Reference Desk or through the library's website.
- Reference staff will notify patrons of their ILL status by text or phone call. When notified, the ILL book will be available to check out at the Circulation Desk.
- ILLs must be returned within two weeks and cannot be renewed, or may have limited renewal permitted, due to varying policies of loaning libraries. Returning ILLs late may cause the suspension of a patron's ILL privileges.
- ILLs must be checked out by an adult. Patrons under 18 years old may request ILLs, but a parent or guardian must be responsible for the book.
- Patrons are limited to no more than five ILL requests at a time.

6. Genealogy

- Library patrons have access to Ancestry Library Edition in the database resources, as well as other resources like Consumer Reports. Ancestry Library Edition can only be accessed from the Library's patron computers.
- Reference staff may provide general assistance with genealogy resources, but are unable to trace family histories for patrons.

Adopted by the Pahrump Community Library Board of Trustees ~~2/9/2015~~, 3/8/21

Draft Revisions 10/12/26

Reference Policy

~~1. Reference Service Defined~~

Good reference service involves identifying a person's information ~~need and needs, then~~ proceeding to fulfill ~~it them~~ accurately, efficiently, and pleasantly, using the resources available in the ~~Library system, and including referral~~ library or referring to resources in other libraries or agencies, ~~if when~~ necessary. ~~It also includes providing instruction in library use.~~

The ~~Pahrump Community Library regards every reference question asked by any patron as valid. All questions will be given equal consideration, and each will be answered as accurately and completely as possible within a reasonable time limit. Full library service will be available to all patrons and no questions asked by a patron will be considered unanswerable.~~

~~2. Statement of Objectives~~

~~Reference service involves directly providing information or providing staff will also provide instruction in the use of sources to each person to the degree that he or she individually requires.~~

~~Patrons will have opportunity to receive instruction in the use of library resources and facilities but will not be denied information on the basis of whether or not they learn or accept instruction.~~

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The ~~following services will be offered to patrons (listed in order~~ policy of priority):

- ~~1. All patrons have equal access to all Pahrump Community Library is that reference services~~
- ~~2. Telephone inquiries~~
- ~~3. Library orientation questions and bibliographic instruction~~
- ~~4. Public Computing~~
- ~~5. E-mail/Scan/Fax services~~

~~—3. Standards~~

~~—1. All requests for information requests are to be answered to the best of our abilities and resources. All questions will be addressed. If information is available, it is provided to patron without making a judgment on its moral or aesthetic worth.~~

~~—2. No effort will be made to determine whether library users are entitled to library cards before and will remain confidential. Library staff will provide reference service is given except to decide whether or not information material will be checked out, interlibrary loan requested and given to Reference Librarian to order, or computer usage to all library patrons on an equal, nondiscriminatory and nonjudgmental basis.~~

~~—3. The needs of every library patron will always be taken seriously and treated with utmost respect and confidentiality. Discussion of any individual or group of individuals, whether adult or child, or their inquiries, outside the professional context, is strictly prohibited without the consent of the patron.~~

~~—4. While on desk duty, service to the public takes precedence over any other duties, and service to the patron in the library takes precedence over telephone inquiries.~~

~~—5. It is the responsibility of staff to anticipate public needs and offer service when it appears to be needed. It is not sufficient for the staff to wait for a patron to request assistance. Since many patrons are reluctant to request aid.~~

~~—6.1. Reference Questions/Inquiries~~

- ~~• Reference staff may help with most kinds of questions, but cannot provide financial, legal, medical, political, or tax advice. Reference staff may respond to these topics by reading directly from the cited source, or by inviting the patron to independently use the library's resources to explore them. Staff also cannot offer interpretation, recommendation, opinion, or personal experience on these topics.~~
- ~~• Reference staff cannot make specific recommendations about businesses or services. Staff may provide directories, online resources, and/or referrals to appropriate agencies.~~
- ~~• Information given is always in response to reference questions will be based on accurate print or nonprint sources or learned from a and reliable authority/authorities on the subject. The opinion, evaluation, or interpretation by staff, even when requested, is not given as fact. Answers to reference questions will only be given after the answer has been verified and a source cited, even for the most common knowledge.~~
- ~~• —7. It is noted that lengthy Lengthy searches of the Internetinternet, periodicals, bibliographic sources, or searches through extensive-reference materials are beyond the Library'slibrary's resources to perform. If needed, staff may consult with the Managing Reference Librarian for guidance in determining if a reference request is too extensive or beyond the library's resources. The Managing Reference Librarian may consult the Library Director as needed In these circumstances, staff will refer patrons to the resources that they may independently use to answer their questions.~~
- ~~• —8. Telephone, text, e-mail, and social media, and e-mail reference service inquiries should be used for short, factual information-questions whichthat do not require extensive reading or (any) interpretation on the staff member's partresearch by the reference staff. This is due to service to patrons in the library taking precedence over outside inquiries.~~

~~4. Fees for Library Services (subject to change)*~~

~~Fax services: — \$1.00 per page, sending and receiving~~

~~* Fees as of 9/30/25~~

~~International — \$4.00 for first page, \$2.00 each additional page~~

~~Copy services: — \$.20 per black and white copy~~

~~— \$.40 per black and white double sided~~

~~— \$1.00 per page color copy~~

~~Scanning service: — \$.20 per page (regardless of size)~~

~~— *pages must be emailed to patron's personal account.~~

~~Notary service: — \$10.00 per stamp~~

~~— \$5.00 witness signature~~

~~Absolutely No Legal Advice given~~

5. Special Services

~~1. Instruction in the use of Reference Materials~~materials

- ~~The Reference staff may assist patrons~~ materials are available for use in the library by everyone, regardless of age, race, sex, or socioeconomic status.
- Reference materials do not circulate and always remain inside the library, including equipment.

~~23. Computer Work Stations~~Services

- ~~The library has computer work stations~~ Computers are available free for PCL card holders in good standing, with no outstanding fees. Patrons log on with the last six numbers from their cards. Guest passes for others are available for patrons. The through Reference staff assists patrons. for \$1 per hour.
- Reference staff may help patrons navigate internet and computer services, but cannot directly assist with completing job applications, legal forms, or school homework projects.
- If a patron needs extra assistance with computer services, staff may limit the amount of time and response level of response when providing computer services. The entering of personal or credit card information into online forms, and /or offering medical, legal, copyright, and financial or tax advice cannot be due to regards for other patrons.

4. Reference staff on desk duty

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Adopted by the Pahrump Community Library Board of Trustees 2/9/2015, 3/8/21

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