

Prescott Public Library Reference Services Policy

We connect community members with innovative, value-added services to increase the quality of life and strengthen the fabric of our community.

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

- Most questions will be answered immediately. Reference staff will strive to answer in-depth questions within 24 hours or will notify patrons when a longer period is needed for research. Depending upon staff availability, librarians may be unable to assist with extended questions and technology help, and arrangements may be made for additional help at a later time.
- Reference staff may help with most kinds of questions but may not provide financial, legal, medical, or tax advice. Reference staff may respond to financial, legal, medical or tax questions by reading directly from the cited source or by inviting the patron to use the library's resources but may not offer advice, interpretation, recommendation, opinion or personal experience.
- Reference staff may help patrons navigate websites, set up online accounts and complete online forms but, to protect the privacy of patron information, may not directly input patrons' personal information, such as social security number, passwords, account numbers and PINs.
- Reference staff may not make specific recommendations of businesses or services. Staff may provide directories, electronic resources and/or referrals to appropriate agencies.
- Reference staff may provide general assistance with the resources of the genealogy collection but is unable to trace family histories for library patrons.

Revised: October 2018

