

Reference Policy

All Library Assistants, the Library Director and the Youth Services Librarian will be familiar with basic reference resources and be skilled in catalog and database use.

They will provide information in the form of short answers to specific questions, and guidance in locating material for patrons in person, on the phone or through correspondence. All requests for information are treated with respect and held in strict confidence.

They will demonstrate how to use the Online Public Catalog to locate and request materials. They will assist in finding these materials at the Cuba Circulating Library or in requesting materials from other libraries within the Southern Tier Library System, or through Inter Library Loan.

When patrons find needed information in Reference books that cannot be checked out, there will be no fee to copy up to 10 pages of needed information.

Approved by the Cuba Circulating Library Board of Trustees on May 14, 2007