

SINCLAIRVILLE FREE LIBRARY

REFERENCE SERVICE POLICY

The Sinclairville Free Library:

- Will provide information in the form of short answers to specific questions, and will help in locating material for patrons who appear in person, call on the telephone, or request information through correspondence or email;
- Will assist patrons in the use of the library catalog and online databases, teach basis research methodology when appropriate, including advice on whether a trip to the Library would be worthwhile for individuals who telephone;
- Will assist patrons in obtaining materials through interlibrary loan, when appropriate;
- May refer library users to other agencies, experts and libraries to help them locate needed information.

Reviewed and Approved
January 26, 2022