

## REFERENCE AND INFORMATION SERVICES PATRON ASSISTANCE

1. Spencer Library endeavors to answer all reference requests in an effective and timely manner. If the answer cannot be found using in-house library resources or the Internet, the request will be sent to NW Library Services in Sioux City, or referred to another agency.
2. Questions on the use of the Public Access Catalogs, Internet, databases, or location of materials will be answered by going through a short explanation of the use, pointing out tip sheets available, or by leading the patron to the materials, whenever possible.
3. Telephone reference questions are welcome, however in-house reference requests and patrons at the front desk will take precedence over telephone requests.
4. Spencer Library does not discriminate between "homework" reference requests and other reference questions. All requests will be handled equitably, according to individual need.

## RESERVED MATERIALS POLICY

- 1) All materials may be reserved by phone, in person, or by the patron on the Internet at the library catalog site. Patrons are discouraged from reserving materials currently available on the shelf.
- 2) Patrons will be notified by phone or email, if possible, or by mail, if necessary, when the material becomes available.
- 3) After a patron is notified that reserved items are available, they will have **1 week** in which to pick up reserves. After 1 week, if material is not picked up, the item will be returned to the shelf or the patron's name will be moved to the bottom of the list if other requests are pending.
- 4) Patrons may reserve books not yet published or received only if the book is on order by the library.
- 5) For those materials not yet published or not on order, a request to purchase card may be completed by the patron. Although not all requested materials are purchased, preference will be given to those requests when staff are compiling a purchase order.