

## REFERENCE POLICY

Reference services are available to all residents of the Orange County Library District (Orange County excluding within the city limits of Winter Park and Maitland.) Patrons of all ages, backgrounds, abilities and skill levels will receive courteous assistance customized to their individual needs.

Residents of the Orange County Library District may expect that they will:

- Receive service customized to the needs of the individual that may take the form of ready-reference, more in-depth searching or an invitation to visit the Library in person for an assisted search.
- Receive guidance in selecting and using sources including print, electronic and microform collections.
- Receive reference assistance without bias regarding the nature of the question.
- Have their right to confidentiality maintained in accordance with Florida Statutes and the American Library Association Code of Ethics.
- Receive information in a timely manner.
- Be notified in a timely manner of the progress of the search whenever the delivery of answers must be delayed.
- Receive citations for the sources used when receiving answers to questions.

Out-of-district residents are welcome to visit the Library and will receive courteous assistance from staff. Certain value-added services are limited to Orange County Library District residents, property owners, and fee cardholders. These services include home delivery of materials, remote access to databases, e-books, downloadable content and reference service. Non-residents may access the Library's computers and wireless network in-house by purchasing a PC pass.

Revised and Approved by the Board of Trustees, 3/08/2012