

Goal: to meet the information needs of our patrons in a professional and efficient manner

The Adult Services and Youth Services Managers are responsible for overseeing the library's reference services. The reference staff is available to all patrons; if the reference staff cannot fulfill a reference request, the request will be referred to appropriate sources. To ensure the most accurate and authoritative answers, the reference staff should always cite from the published source and not offer preferences, evaluations, or interpretations. All reference services are treated with complete confidentiality.

Questions may be reference or directional in nature with each question handled in order of occurrence; this includes telephone and online. All reference questions should be answered or referred within a 24-hour time period. If a question will take longer, the patron will be informed.

Patrons may place reserves on library materials not on shelf. Inter-library loan services with libraries outside our consortium are limited to our cardholders.

Priority for the reference staff is service to the public with an alert and friendly attitude. If a patron's inquiry involves research in a particular reference book or database, the reference staff should instruct the patron in the proper use of those sources. Certain reference materials require supervision. Patrons may be asked to provide some form of identification in order to use these materials. Reference materials are normally available for in-house use only. However, in special circumstances, a reference book may be checked out overnight only at the discretion of the reference staff.

It is important that all service desks be covered all hours the library is open. All reference staff is expected in help in an emergency.

The Fremont Public Library District adheres to the ALA Code of Ethics:

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted June 28, 1997, by the ALA Council; amended January 22, 2008.