

Parchment Community Library
ADA Self-Evaluation -- Services
Reference Desk Service

- What: Questions are answered at the reference desk.
- Who: Anyone may request reference assistance.
- Where: This service is performed in the library. Also see Telephone Reference Service.
- How: Library staff members either show people how to find what has been requested or find it for them.
- Why: A person is either shown or given the answer based on the needs and desires of the patron.
- Changes: If a patron cannot speak or hear, he or she can write the question down. The staff member can write the answer down or provide photocopies or pertinent library materials if it is a longer answer. If the patron cannot see, the staff member can read the information to the patron or if it will take a long time, a volunteer can be sought to read the material. Staff members are expected to meet the needs of every patron in the best possible manner for that patron within the limits of the library's resources.
- Adopted: 09/14/1995
Reviewed: 02/28/2006