

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

- What: Questions are answered on the telephone.
- Who: Anyone may request reference assistance.
- Where: This service is performed via the telephone.
- How: Library staff members take questions, find answers (if possible), and either answer the question over the telephone or offer to hold materials at the library.
- Why: A person is given the answer if it is short enough to be read over the telephone in a reasonable time. Materials are held if it would take too much time to read or if the patron prefers them to be held.
- Changes: If a patron cannot hear, a relay service can be used. It is recommended that a TDD device be purchased and that staff members be trained in its use. 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