

Reference Services Policy

The Reference Department of the Missouri River Regional Library provides access to information in print, electronic and other formats to meet the needs of our diverse community. Access to information is administered impartially and confidentially. Patrons may contact the Reference Desk in person, by telephone, mail, or email.

Approved July 20, 2010

Regulations:

Reference services are available to all individuals who come into the library.

Patrons in the library receive priority service from reference staff over telephone patrons.

Intensive research requests may be charged an hourly fee or referred to an outside researcher.

Procedures:

The Sunday Jefferson City News Tribune and the current issue are kept at the desk. To ensure prompt return, a library card or picture ID must be exchanged for the newspaper.

The Consumer Reports Buying Guide and the Consumer Reports issues themselves are kept at the Reference desk and do not check out. Patrons may take them from the desk to read or make copies.

The reference workstations are for database or Internet research only, and patrons wishing to browse the Internet must use the PCC workstations. Patrons abusing this rule will be asked to leave the reference workstations.