



# Gallison Memorial Library

11 Center Street Harrington, ME 04643  
207.483.4547    [gallison.lib.me.us](http://gallison.lib.me.us)

## STAFF SERVICE POLICY

### **Service Goals**

The staff at Gallison Memorial Library endeavors to provide accurate information and materials in response to requests from library users in an efficient, courteous and timely manner. Reference services will be delivered free of staff members' individual bias, consistent with the principles expressed in the American Library Association's [Code of Ethics](#) and [Library Bill of Rights](#).

### **Priority and Delivery of Service in Person or Telephone**

Services available through the reference desk generally include information services; instruction on the use of the library and library materials; bibliographic verification of items requested; readers' advisory; inter-library loan services; referral to community services; and tourist information. Questions are generally answered in the order received, with priority given to questions asked by patrons in the library.

When answering specific information questions, staff will normally cite the source of the answer. Personal beliefs, opinions, and experience are generally not acceptable sources of answers to reference questions but, if given, will be identified as such. In all cases staff will endeavor to deliver service free from their own personal beliefs and bias.

Telephone reference service is normally limited to supplying readily available information that does not require extensive research and that can be accurately imparted over the telephone. Extensive research that requires selection of appropriate materials, interpretation of data and sources, or analysis of information (i.e. genealogical research) will be performed directly by the patron.

Telephone reference questions that can be answered quickly (two or three minutes) without affecting service to patrons in the library should be handled while the patron waits. Questions that require more time to answer, or that are received while other patrons are waiting in the library, will be handled as callbacks.

## **Staff Assistance with Technology**

Library staff are happy to assist you with using library computers and digital resources. Please report any problems with library computers to a staff member immediately.

Staff may never directly touch a patron's computer or electronic device without the patron's permission. Staff should provide verbal instructions while the patron operates the computer/device.

Staff are not personally liable for any damage caused to a patron's computer when advising about its use.

## **Print/Copy**

Copies and computer print-outs are available as a convenience to patrons. Donations are accepted in lieu of a fee.

## **Limitations of Staff Service**

Library staff are not authorized to assist with any online purchases or financial transactions.

Staff members are not authorized to make purchases for or act as an intermediary between patron and the marketplace (e.g. online shopping). In no case may a staff member be given a patron's personal credentials such as user name, password or credit card information.

## **Confidentiality**

All requests for reference information are strictly confidential. Reference staff may consult with each other when necessary to serve the patron or consult with staff at other libraries, agencies, and organizations.

Questions are tallied for statistical purposes and may be compiled to assist in staff training. In all cases, patron confidentiality and privacy will be maintained.