

**CHARITON PUBLIC LIBRARY OPERATIONS POLICY**  
**(Approved July 5, 2012)**

**Reference Services**

Library staff shall assist patrons seeking reference material to the best of their ability and time permitting.

This includes helping students find material for homework assignments as well as non-scholarly questions from the general public.

As time allows, these occasions should be used as teaching opportunities to show patrons reference systems in our Library.

When questions are received over the telephone, staff shall return the call to the patron with the requested information as soon as possible.

Library staff shall also be available for scheduled guided tours of the Library and shall give unscheduled tours as circumstances permit.