

Reference Policy

A reference interaction is considered to include but is not limited to directional information to specific sources; retrieval of documents from in-house or external sources; and/or pointers to professionals in a given field.

Usually a three – five minute time period is a reasonable amount of time to spend with one patron to ascertain the nature of the question. In general, a ten-minute reference interaction is acceptable. Additional time may be spent with users who have special difficulties in using library resources.

The Wilton Public And Gregg Free Library provides information but not advice. Definitions can be given from published paper sources and from electronic sources. Sources will be quoted by staff verbatim with no interpretation on the staff's part. If questions cannot be answered in-house, staff will recommend alternate sources.

Local cardholders will receive preference over non-residents/non-cardholders when prioritizing reference service.

Students may copy five pages in black and white free from a book on the reserve shelf or a reference book or may print five pages free in black & white or two pages free in color from an Internet source.