

REFERENCE POLICY

In support of the Library Mission, "Information, Imagination and Inspiration", the reference policy of the Orange County Library System is to provide accurate information and materials in a timely manner and in a format most meaningful to the user.

Reference services are available to all residents of the Orange County Library District (Orange County excluding within the city limits of Winter Park and Maitland.) Patrons of all ages, backgrounds, abilities and skill levels will receive courteous assistance customized to their individual needs.

Out-of-district residents are welcome to visit the Library and will receive courteous assistance from staff. Certain value-added services are limited to Orange County Library District residents, property owners, and fee cardholders. These services include home delivery of materials, Interlibrary Loan Service, and remote access to databases. Non-residents may access the Library's computers in-house by purchasing a PC pass.

Residents of the Orange County Library District may expect that they will:

- Receive service customized to the needs of the individual that may take the form of ready-reference, more in-depth searching or an invitation to visit the Library in person for an assisted search.
- Receive guidance in selecting and using sources including print, electronic and microform collections.
- Receive reference assistance without bias regarding the nature of the question.
- Have their right to confidentiality maintained in accordance with Florida Statutes and the American Library Association Code of Ethics.
- Receive information in a timely manner.
- Be notified in a timely manner of the progress of the search whenever the delivery of answers must be delayed.
- Receive citations for the sources used when receiving answers to questions.

**Approved by the Orange County Library System Board of Trustees
January 9, 2003**