

# PLAINEDGE PUBLIC LIBRARY

## POLICY ON MEETING PATRON INFORMATION NEEDS

*Adopted by Board of Trustees September 18, 1996;*

*Amended December 18, 1996*

The Plainedge Public Library has a mission and obligation to assist Library users in identifying and obtaining information specific to their needs. In carrying out this mission, the Library recognizes that obtaining information cannot be limited to the narrow definition of reference work, but requires a broad spectrum of interpretive and advisory services to meet individual patron needs. Successful implementation and accomplishment of the Library's information function transcends the traditional concepts of reference work and age-level services. It requires commitment to the concept that patrons, whatever the background and age level, requires the assistance and guidance of trained professional information specialists such as librarians.

To effectively meet the goal of providing a successful outcome for patrons utilizing the Library, one or all of the following aspects may be involved:

1. determining if the patron's search strategy is appropriate, and as necessary, assisting the patron to develop the most expeditious strategy to facilitate the search, including identifying the most appropriate tool or agency to supply the required information;
2. finding the required information for the patron, when the patron has neither the skills nor the ability to do so;
3. identifying the source for acquiring materials or information to satisfy the patron's needs, and if not available at the Plainedge Public Library, obtaining it by the most appropriate methods, such as inter-loan, fax, telephone request, or computer down-load;

4. referral to other sources when required material is not readily available, including establishing relationships with agencies other than libraries, or contacting such sources by telephone, fax or E-mail.

In addition to selecting books and materials for patron use, the professional staff of the Plainedge Public Library shall also evaluate the appropriateness of current information sources, whether in print or electronic format, and recommend the acquisition of or ability to access appropriate resources to meet patron information needs.