

New Brunswick Free Public Library  
Policy on Information, Reference, and Related Services  
Revised November 18, 2009

1. Introduction:
  - 1.1. The library's reference service identifies and responds to the informational, educational, and recreational needs of all its patrons.
  - 1.2. The library's reference service will try to:
    - 1.2.1. Provide assistance or information required whether in person, by telephone, by facsimile, by e-mail, or by letter.
    - 1.2.2. Facilitate access and optimum use of the library's resources by: Providing the answer; directing the patron to the source; and Teaching the patron how to use the source.
    - 1.2.3. Select, acquire, and organize information to meet the current and anticipated needs of patrons according to the collection development policy.
    - 1.2.4. Supplement library resources through interlibrary loan, referral, and contacting non-library sources.
    - 1.2.5. Foster and promote the best possible use of the library's services and resources.
2. Reference Service to the Public:
  - 2.1. Reference Staff:
    - 2.1.1. The adult information desk is staffed by at least one professional librarian supplemented by additional staff during periods of high use. Whenever possible, the Children's Information Desk is staffed by at least a professional librarian.
  - 2.2. Librarians are accurate, efficient, and courteous while understanding that patrons have different expectations of the library and different degrees of comfort in using the library.
  - 2.3. Priority is given to on-site patrons on a first-come first-served basis, whenever possible.
3. Requests for Materials:
  - 3.1. A primary function of a librarian is to help patrons find desired materials. This may include help in searching the PAC, locating the item on the shelves, reserving titles owned but not on the shelves, and starting interlibrary loan or purchase request.
4. Requests for Information:
  - 4.1. Requests for information can vary widely in scope and level of complexity. Each librarian determines which questions can be handled to completion, and which questions are best answered by showing the patron the proper sources to consult and interpret on his/her own. The policy of the library is not to do research for patrons, but to instruct them in the location and use of sources to consult and interpret.
5. Telephone Reference Service:
  - 5.1. Reference questions are answered through the telephone using the same guidelines for handling a question to completion and user research as stated above on Page 4, Requests for Information.
6. Mail Reference:
  - 6.1. The Reference Department responds to questions received by mail using the guidelines as stated on Page 1, Requests for Information. More flexibility is required depending on the scope of the question, where the patron is located, and their access to suitable library resources.

7. Reference Referral:
  - 7.1. When the resources of the library cannot satisfy a request for information, the librarian may contact other public libraries. In addition, the librarian may choose to contact or refer the patron to a university library, governmental agency, association, organization, or private individual who may best provide the requested information.
8. Interlibrary Loans (ILL):
  - 8.1. New Brunswick Free Public Library card holders and patrons from reciprocating libraries with valid library cards may request the library to obtain books and other library materials for them.
    - 8.1.1. The patron must pay any charge imposed by a lending library before the material is picked up.
  - 8.2. The library will honor requests for Interlibrary Loans of materials from other libraries.
9. Electronic Resources:
  - 9.1. OPAC Workstations: Use of these stations is limited to 15 minutes when other patrons are waiting to use the machines.
  - 9.2. Public Access Computers.
    - 9.2.1. Public Access Computers are available for Internet, word processing, and other functions.
    - 9.2.2. Use is limited to 30 minutes when other patrons are waiting to use the machines.
    - 9.2.3. The library is not responsible for damage to users' disk, computers, peripherals, or for any loss of data, damage, or liability that may occur from use of the library's computers.
    - 9.2.4. Identification may be held while the patron is using the equipment.
    - 9.2.5. The library strives to be a gateway to the global network of recorded thought and information. The library is committed to providing superior services to all segments of its diverse community, as well as employing technology to improve access to global resources. As part of its mission to meet the educational and recreational needs of its public, the library makes available free access to the Internet.
    - 9.2.6. The New Brunswick Free Public Library endorses the American Library Association's Library Bill of Rights, the American Library Association's Freedom to Read statement and the New Jersey Library Association's People's Library Bill of Rights. Thus, all library patrons are provided equal access to resources available on the Internet.
    - 9.2.7. The New Brunswick Free Public Library cannot monitor nor control what can be accessed through the Internet. Since the library cannot choose or select the information available to the patron, it can take no responsibility for that information and material. The library does not endorse the viewpoints or vouch for the accuracy or authenticity of information accessed through the Internet. Internet patrons must determine what information is appropriate and most evaluate for themselves the accuracy of the information accessed. There is sexually explicit material and other possibly controversial information on the Internet. Parents or guardians are advised to supervise their children's Internet access.
    - 9.2.8. All library patrons have the right to confidentiality in their research and use of services provided by the library. The library supports the patron's right to privacy however, patrons are advised that because of the open nature of the Internet, the library cannot guarantee the privacy of information or searching conducted at its public access computers.

- 9.2.9. The workstations cannot be used for any fraudulent or unlawful purpose including access to material that is legally defined as obscenity and/or child pornography. Patrons must adhere to federal, state, and local laws governing the transmission and dissemination of information.
- 9.2.10. Internet Access is available to all patrons. For minors, separate registration for access is required as is a parent or guardian's written permission.

**Internet Access Application Card**

New Brunswick Free Public Library - Internet Access Application	
Borrower's Name: _____	Age (if minor): _____
Address: _____	Phone: _____
<p>I am applying for permission for <input type="checkbox"/> myself <input type="checkbox"/> my child (Check one) to obtain Internet Access. I understand the library cannot monitor nor control what can be accessed through the Internet. Since the library cannot choose or select the information available to the patron, it can take no responsibility for that information and material. The library does not endorse the viewpoints or vouch for the accuracy or authenticity of information accessed through the Internet. Internet patrons must determine what information is appropriate and must evaluate for themselves the accuracy of the information accessed. There is controversial information and material on the Internet and parents or guardians should supervise their children's Internet access. I will comply with all other library regulations and with all copyright laws and regulations. (If signing for my minor child) - I take complete responsibility for my child's use of the Internet.</p>	
Signature: _____	Date: _____
If signing for a minor, Printed Name and Relationship: _____	

- 9.2.11. The library cannot provide in depth assistance in Internet use and searching for individual patrons. For thorough research on a topic, it is wise to consult with a member of the reference staff.
- 9.2.12. Computers that host online databases and/or other online services are not to be used for general searching of the Internet.
- 9.2.13. Use of computers for general Internet use is on a first-come, first-serve basis.
- 9.2.14. The library reserves the right to terminate Internet sessions that disrupt library services or involves patron behavior that violates the library's Policy on Public Behavior.
- 9.3. Wireless Access. The library does not control wireless access to the Internet. This free service is courtesy of Cablevision's Power to Learn Internet Services. All use of wireless access must comply with their *Products and Services Acceptable Use Policy*, a current copy of which is available at the provider's website, [www.powertolearn.com](http://www.powertolearn.com). Cablevision and Power To Learn reserve the right to investigate violations of their policy, including the gathering of information from the user or users involved and the complaining party.
  - 9.3.1. The library is not responsible for any virus, or damage to a patron's text or other programs that results from the use of the wireless network. Users are solely responsible for the security and misuse of any device connected to the Internet service. Users accept sole responsibility for their data security and the loss, interception, or misuse of any data or personal information due to their connection to this service.
  - 9.3.2. The library accepts no responsibility for any inability to connect or connection failure with this service.
  - 9.3.3. Users must contact their equipment providers for troubleshooting assistance.
- 9.4. Downloading of Software and Electronic Viruses.

- 9.4.1. No software may be downloaded onto library computers.
- 9.4.2. The library will take reasonable precautions to prevent the spread of electronic viruses. The library is not responsible for any virus, or damage to a patron's text or other programs that a patron's floppy disc may acquire from use of a library computer.
- 9.5. Printing from Electronic Media: Patrons may print five pages per day without charge. Additional pages are charged at 10¢ per page. Librarians may waive the charges for homework or reference services that the library could not otherwise provide.
- 9.6. Abuse of electronic media including damage to equipment, infection by computer viruses whether through negligence or intent, or refusal to permit use by others will result in suspension of the privilege of using the library's electronic media resources.