

Reference Services

It is the goal of the Morgan County Library to answer to the best of its ability all reference questions asked by patrons, including telephone and e-mailed questions, or to refer the patron to another agency or institution that could provide the answer. The Morgan County Library acknowledges that there are questions that cannot be answered regardless of the resources available, but the Library will attempt to locate information about any reasonable request. It is the goal of the Morgan County Library to answer all questions completely, quickly, and courteously with the understanding that the Library does not have a designated Reference Department or Staff.

Reference Materials

1. Reference materials include all materials not in the adult circulating collections or in the Children's Department. These materials include but are not limited to: the reference book collection; Chilton's; business reference; ready reference; atlases; newspapers and most recent periodicals; local history and genealogy and yearbooks.
2. Reference books and materials are not available for loan under any circumstances.

Reference Service

1. Staff members are not allowed to offer medical, legal, or financial advice. This includes the interpretation of materials for the patron. However, the staff should make every effort to provide materials that are suitable for each patron's educational background and level of comprehension.
2. Staff members may assist students in locating information needed for school assignments but cannot assist the student in completing school assignments or homework.

Newspapers and Periodicals

1. The Library provides access to current collections of newspapers and periodicals.
2. Current newspapers are kept on the shelf for up to one week/day and in storage for the current month.
3. Current issues of periodicals and all newspapers must be used in-house only. Only the most current issue of periodicals will be restricted from check out.

ILL (Interlibrary Loan) – refer to ILL Policy

Fax Services – Fax service is made available to Library patrons for both transmission and receipt of documents.

Copiers and Other Equipment

1. The Library provides a black and white printer (for the public computers) and a copier for patron use. The printer will be monitored by the staff. The copier is self-service and the staff will provide assistance.

Examination Proctoring

1. The Library will proctor examinations for individuals, subject to the availability of authorized staff and resources.
2. Examinations must occur during the hours the Library is open to the public.
3. It is the responsibility of the student taking the examination to ensure that all requirements for the examination can be met and that the examination is received by the Library before the scheduled examination time.
4. Examination times are scheduled by the student and the library.
5. Subject to availability, a quiet room will be provided where the student may take the examination. The Library does not guarantee that the students will be under continuous observation during the examination.

Approved by Library Board of Trustees on June 8,2017. .