

Madison Library Reference Section Mission Statement

The Madison Library will provide sufficient standard reference materials, either in print, online or an electronic format in order to supply the information to answer the reference questions. Inter-library loans and other sources outside the library will be requested if the materials are not accessible in the library's collection.

The Madison Library will provide sufficient work areas with good lighting for the patrons' use. The Library will be staffed with trained individuals who understand reference service and who are knowledgeable of the materials available both within the library and from outside sources.

Madison Library Reference Policy

The goal of the Madison Library's reference services section is to satisfy patron's reference questions most of the time. In order to succeed, the following aspects of reference service must be considered:

I. Materials in the Collection

Print reference materials are to be stored in the reference section of the library and will remain in the building at all times in order to be available to all patrons. Information will be in a variety of formats and at diverse reading levels in order to meet the needs of patrons.

When appropriate, the library will provide inter-library loan service in order to answer reference questions. Article Express, a service offered by the New Hampshire State Library, and Internet searches, will be used when appropriate. If there is a fee incurred in securing the information, the patron will be informed that he/she is responsible for the costs.

The librarian will assist a patron by suggesting and finding sources, instructing the patron in the use of the materials when training is needed, assisting with search techniques, and requesting materials from outside the library. The patron is responsible for doing the research work.

II. Library Facilities

The library will provide sufficient amount of work areas with good lighting and a quiet atmosphere for the patrons' use. All the work areas, including the public access computer work station, will be handicapped accessible.

The library will be staffed with trained individuals who understand reference work and have knowledge of the materials, both in the library and available from outside sources.

III. Selection of Reference Materials

The librarian is responsible for the selection of reference materials. He/she will use standard selection guides in making the choices and will follow the guidelines established by the Collection Development and Maintenance Policy.

Information will be made available to patrons in electronic format as well as in printed form. Materials will be made available in a range of reading, educational, an interest levels.

A portion of the acquisition budget voted at the annual Madison Town Meeting will be allotted to the purchase of reference materials.

The librarian is responsible for weeding the reference collection, using recognized professional guidelines in doing so. Weeding will be done on a regular basis.

IV. Confidentiality

All individuals who request information from the Madison Library have right to complete confidentiality. No library employee or volunteer may disclose any information regarding a patron's questions, unless the information must be discussed with a library professional in the course of researching the answers needed.

V. Who Is Served

The library offers the use of all reference materials that are stored within the building to anyone wishing to use them. No person will be discriminated against because of age, sex, or racial background. Ready reference questions will be answered promptly for anyone inquiring in person or on the telephone. Extended research questions that require extensive time on the part of the librarian, and inter-library loan and Article Express requests for materials sought outside the library building, will be processed for any Madison Library patron.

If a volunteer is asked a question that requires extended research, she/he will fill out a Reference In Take Form, following the instructions set forth in the Procedure Manual. The librarian will process the request and provide the patron with a status report.

The librarian has the discretion to allow replaceable reference materials to be checked out for a 48 hour period.

VI. Reference Training

The librarian is responsible for maintaining knowledge of current reference sources and of new search strategies. This will be done through professional reading, attending workshops, training programs, and conferences. Cost of the workshops and the librarian's time will be paid for by the Madison Library.

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