

REFERENCE SERVICES POLICY & PROCEDURES MANUAL

Reference Department of

Kinlaw Library
Asbury College
Wilmore, KY

April 2, 1998
updated October 2003

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1. Introduction

1.1. Mission of Kinlaw Library

Asbury College is dedicated to the fulfillment of its motto, Erudito et Religio, through a program that is expressive of biblical faith. The library is an essential ingredient in that program.

The goal of the Kinlaw Library is to provide resources and services appropriate to the understanding of the college's mission as a liberal arts college. Those resources and services, designed to meet the educational, professional, recreational, and personal enrichment needs of students, faculty, and staff, will focus on the following objectives

- A. To develop a collection which meets the educational needs of the students as reflected by the college curriculum.
- B. To participate actively in the instruction of students in the use of library resources.
- C. To provide resources for faculty use in course preparation and professional development.
- D. To collect, organize, and maintain the archival records of Asbury College and other acquired archival collections.
- E. To develop a special collection of resources in the following areas:
 - 1. Material about Asbury College.
 - 2. Material about and by college alumni and faculty.
 - 3. Local historical materials
- F. To provide both the physical facility and the study environment conducive to learning.

(Asbury College Faculty Manual, section 5.18)

1.2. Purpose of the Reference Department

The intent of the Reference Department is to support the library's mission by facilitating access to information through direct personal service to library patrons, and by supporting the college's instructional program through the provision of formal and informal library and bibliographic instruction.

Support of this intent will be accomplished through activities such as furthering the expertise of the librarians, enhancing and expanding the reference collection, and developing study guides, instructional materials, and bibliographies.

1.3. Library Users

In general the Reference Department will provide research assistance to patrons using the library. When time, staff, or resources are limited, priority will be given to Asbury students, faculty, administration, and staff. Reference queries made in person will be addressed before those received by telephone, which in turn will be addressed before those received via electronic mail.

1.4. Scope of the Manual

The purpose of this Manual is threefold: first, to provide the Reference Department with general guidelines concerning policies and procedures in order to create and maintain a uniform standard of service; second, to orient new personnel and to be an information source to present personnel; and third, to be used in conjunction with other existing policies and made available to those who have questions concerning same.

2. Reference Department Staff

2.1. Head of Public Services

The Head of Public Services assists the Director of Library Services in effectively executing his/her responsibilities by directing the activities of public services, including reference services, bibliographic instruction, circulation and reserve services, and interlibrary loan.

2.2 Reference Librarians

The Reference Librarians assist the Head of Public Services in effectively executing his/her responsibilities in public services, particularly by providing guidance in use of access tools and information resources, answering reference questions asked by patrons, assisting patrons to conduct research, and providing help and encouragement to students who may be timid about asking for help. Reference Librarians also assist the Head of Public Services by teaching bibliographic instruction, developing bibliographies and library guides, and directing computerized information retrieval services.

2.3. Student Assistants

Student assistants are assigned to the Reference Department during each academic semester, and their duties are primarily to reshelve reference materials and to assist the Reference Librarians as directed.

3. Reference Desk Service

3.1. Purpose

The purpose of the library's Reference Desk service is to assist Asbury College students, faculty, staff, and other patrons with their particular questions. These questions can be directional, referential, or instructional in nature. Directional questions seek to discover the location of desired items and services either within or outside the library. Referential questions seek information on a given topic, and may range in nature from very general to very specific. Instructional questions seek guidance on how to manipulate research tools and how to evaluate the information accessed through those tools.

Furthermore, it is the intent of the Reference Librarians at the desk to guide patrons in their pursuit of information within the fullest capacity of the library's collection and staff knowledge, and to consult with other people and resources outside of the Reference Department when necessary. To support this intent the staff is expected to expand their knowledge and expertise through research and subject specialization, and to expand and upgrade the resources in the library's collection.

3.2. Hours of Service

During each academic semester, the Reference Desk is staffed by a professional librarian during the following times:

Monday through Friday	9 AM - 9 PM
Friday	9 AM - 5 PM
Saturday	1 PM - 9 PM

The Reference Desk is closed every day from 12 pm - 1 pm for lunch, from 5 pm to 6 pm for dinner.

3.3. Behavior

3.3.1. Approachability

All attempts will be made to be courteous and helpful to all who approach the desk and to approach those who look puzzled or dismayed with an offer of help. Reference Librarians on desk duty must be aware of how they appear to library users who are in need of assistance. Patrons need to be educated that individual assistance is the primary responsibility of the librarians on duty, and that the librarians are interested in the problems that face library users and are willing to help. The attitude and behavior of the librarians on duty should be a positive one.

3.3.2. Availability

Reference Librarians on desk duty will remain in the Reference area or at the desk during posted hours except when helping patrons in other parts of the building. Every effort should be made to monitor the desk and Reference area while helping patrons on this floor. Prolonged absence from the desk or the department while on duty should be avoided. When leaving the desk or department, another Reference Librarian should be informed. Circulation personnel should be notified when no Reference Librarian is available. Non-Reference Desk duties should be limited when assigned to the desk.

While the Reference Department strives to have at least one librarian on duty at all hours of the posted Reference Service, there will be prolonged times when the desk is left unattended. This may be due to the demands of academic affairs, the need to maintain a certain level of professional expertise (by attending meetings, conferences, and the like), or because of other work that may need to be done. Students should note any signs posted and/or check at the Circulation Desk.

3.3.3. Slack Desk Time

During periods of slack time at the Reference Desk, the librarians may work on projects (research or administrative), examine new reference materials, read professional literature, etc., as long as it does not interfere with provision of service. Librarians must be careful not to become so engrossed in other work at the desk that they fail to see users in need of assistance.

3.4. Guidelines for In-person Inquiries

Informal individual instruction is provided by the Reference Librarians when responding to reference questions at the desk. In responding to reference questions, the librarians attempt to follow these guidelines:

- determine "real" need and clarify by asking open-ended questions and rephrasing original query
- be time-wise
- confer with others
- refer when necessary
- encourage user to return if they need additional assistance
- be conscious of others who may approach the desk while you are assisting a patron

3.5. Guidelines for Telephone Inquiries

The guidelines outlined in section 3.4. apply, with the following amendments:

3.5.1. Greeting

Reference Librarians should always answer the phone in a courteous manner. The greeting "Reference Desk, may I help you?" will be used. This form will work for both inside campus and off campus callers.

3.5.2. Checking for titles

Reference Librarians should let the caller know that they will be glad to make up to three item checks in the online catalog. The patron will be asked to come to the library if more extensive searching is required. Because of staff limitations, the shelves are not checked to see if titles are available, nor are materials pulled and held for patrons.

3.5.3. General information

Reference Librarians will answer short non-complex questions and place the caller on hold to leave the desk. The librarians will not do this for extended lengths of time. If a question is too lengthy or requires complex searching, the caller will be asked to make a personal visit. At the discretion of the librarian, longer searches can be conducted and the patron called back. When patrons are waiting at the desk for assistance, the caller will either be asked to call later or will be asked for a phone number and will be called back at a less busy time.

3.6. Online Searching

FirstSearch and Dialog searches, made by request at the Reference Desk, are free to students, faculty, administration, and staff. Searches will be conducted after a reference interview and after appropriate resources within the library have been exhausted.

3.7. Problem Situations

3.7.1. Contacting an Instructor

Librarians help users locate information for regular class assignments. When a class assignment creates a problem for students or others, the Head of Public Services may contact the instructor.

3.7.2. Interpretation of Material

The Reference Librarians do not interpret information, particularly legal, medical, financial, or statistical information.

3.7.3. Genealogical Questions

Genealogical searches are not undertaken by Reference Librarians. Those patrons who are interested in local history information are directed to the library's Archives department and/or the Jessamine County Public Library in Nicholasville.

3.7.4. Questions at Closing time

When possible questions at closing time are answered to completion. If the question(s) are too complex or lengthy, users are asked to return when the desk is staffed again. On days when the whole library is closing, the computers and online catalog will be turned off approximately 15 minutes before closing.

3.7.5. Limitations on Service

Staff limitations and legal constraints do not permit us to offer the following services:

- Xeroxing of tests, papers, articles, or other materials
- Typing of papers, tests, reports, etc.
- Extensive research for any patron
- Repackaging of information for individuals
- Serving as a holding area for materials
- Proctoring of tests or make-up exams

3.7.6. Reporting problems

If there are ever any problems with materials, refer to the Head of Public Services. If there is ever an emergency or problem with difficult patrons, notify the Head of Public Services if available, and call security.

3.8. Measurement

The work performed at the Reference Desk will be measured through the use of a notebook and tally sheet, whereby types of questions and the category of patron inquiring will be recorded.

4. Bibliographic Instruction

4.1. Purpose

As the collection, evaluation, and synthesis of information is essential to the learning experience in every discipline, a student cannot operate effectively without a knowledge of the processes underlying identification and use of appropriate information sources. Hence bibliographic instruction ought to be a component of the educational process in all subject areas and at all levels. The library, because of its resources and personnel, is the logical body to develop and coordinate programs which improve bibliographic and critical thinking skills.

Within this context, the goals of the Reference Department are to:

1. provide instruction for students in the skills necessary to find, analyze, evaluate, and synthesize information, thereby promoting user confidence and independence;
2. deliver instruction through a variety of means, including signage, printed guides, reference services, group presentations, and course-integrated instruction;
3. coordinate bibliographic instruction to students, combining instruction in basic skills early in a student's career with reinforcement and more sophisticated training at advanced levels;
4. promote faculty participation in bibliographic instruction programs;
5. devise methods for evaluating overall program quality as well as particular activities.

4.2. Levels of Instruction

4.2.1. Class Instruction

Basic class instruction consists of an introduction to basic research techniques and resources within the library. This type of instruction is featured prominently within library orientation sessions given to freshmen English classes.

Advanced class instruction covers more specialized materials and research procedures, typically related to a specific discipline.

Class instruction on both the advanced and basic levels is done at the request of faculty. Scheduling of formal class instruction will be made through the Head of Public Services. He/She will then schedule the time period and day acceptable to the faculty member and the librarians involved. This should be done at least a week in advance. The Head of Public Services will then

assign a librarian(s) to conduct that class. Librarians conduct the classes based on materials (syllabus, project description, and list of topics) provided by the cooperating classroom instructor.

4.2.2. Individual Instruction

Students at all levels can obtain individual instruction about the library and information resources from the Reference Librarians, either when they are on desk duty or by appointment. To complement this instruction, self-help aids and publications (study guides, bibliographies, etc.) enable students to learn about specific research techniques or subjects at their own speed. These user aids are located near the Reference Desk. Faculty members can assist their students by making them aware of these individual instruction opportunities available at the library.

5. Interlibrary Loan (ILL)

5.1 Borrowing Policy

5.1.1. Interlibrary Loan services are used to obtain materials that are not available at either Asbury College (Kinlaw Library) or at Asbury Theological Seminary (B.L. Fisher Library) by requesting these materials from other libraries. These materials can include books, photocopies of periodical articles, microforms, government documents, dissertations and theses, and other information resources.

5.1.2. Interlibrary Loan services are available to all current students, faculty, and staff of Asbury College. The students, faculty, and staff of Asbury Theological Seminary should use the Interlibrary Loan services available through the B.L. Fisher Library. All other Library patrons are encouraged to use the Interlibrary Loan services available through their local public library.

5.1.3. Before using Interlibrary Loan services, all efforts should be made to determine that the materials are not available locally, either in print or electronic form. Interlibrary Loan services may not be used to request materials that are presently checked out from either the Kinlaw Library or the B.L. Fisher Library. Instead, a hold may be placed on these materials.

5.1.4. All Interlibrary Loan requests are handled through the Reference Department at the Kinlaw Library. Request forms for books and periodical articles are available near the Reference Desk and should be given to a Reference Librarian when completed.

5.1.5. There is no limit on the number of items that can be borrowed through Interlibrary Loan. However, due to the demand for Interlibrary Loan services, the Library staff can only process 10 requests per day per patron.

5.1.6. There is no charge for Interlibrary Loan services, as Asbury College covers the cost of acquiring materials and photocopies.

5.1.7. Library patrons using Interlibrary Loan services must allow two weeks for the requested materials to be delivered. Two attempts (once by phone, once by mail) will be made to notify patrons of the arrival of the requested materials.

5.1.8. Library patrons must pick up requested materials at the Circulation Desk at the Kinlaw Library, and patrons must comply with the due date, renewal limit, and any other restrictions placed on the use of these materials by the lending library. Requests for renewals must be made at least 3 days prior to the item's due date.

5.1.9. All materials borrowed through Interlibrary Loan must be returned to the Circulation Desk at the Kinlaw Library. Library patrons are responsible for any fines charged by the lending library for overdue or missing items.

5.1.10. Library staff and patrons are responsible for knowing the applicable copyright laws in regard to reproducing documents obtained through Interlibrary Loan. Library staff must also be particularly aware that, during a calendar year, no more than 5 photocopied articles can be requested from those issues of a specific journal title that have been published within the last 5 years.

5.2 Lending Policy

5.2.1. The Kinlaw Library lends materials and provides photocopies of periodical articles at no cost to requesting libraries. Requests must be made via OCLC or by using a standard American Library Association interlibrary loan form.

5.2.2. The Library does not provide different procedures for requests labeled “Rush.” However, Kentucky libraries may request, via OCLC, that photocopies of desired materials be sent by fax.

5.2.3. The Library lends materials for 30 days with the option to renew for another 30 days.

5.2.4. The Library does not lend materials acquired within the last year, reference materials, materials on reserve, media materials, or materials from the Library’s archives. The Library does not ship materials outside of North America.

Approved October 16, 1997, by the Library Faculty

6. External Relationships

6.1. Relationships with Other Departments

6.1.1. General

In the interest of efficiency, the Reference Desk personnel do not assume the duties of other departments. However, if no one else is available the Reference Librarian on duty will give assistance to patrons requiring the services of the Circulation Desk or Media Center. The extent of assistance given is based on the traffic at the Reference Desk and knowledge of the services involved.

6.1.2. Circulation Desk

In the interest of efficiency, reference personnel do not render circulation services nor do staff members at the Circulation Desk attempt reference service. However, the decision to circulate reference materials is the responsibility of and at the discretion of the Reference Librarian on duty.

Any items found in the Reference Department that no one claims will be handed over to the Circulation Desk for the Lost and Found. Students can claim them there.

6.1.3. Archives

Contained in our library are several special collections of materials of local and historical interest. Unrestricted materials in these collections are made available to qualified researchers by appointment with the Archivist in advance. Generally, these materials do not circulate.

6.1.4. Periodicals

The collection of materials in the periodical collection, which include newspapers and magazines in paper and microfilm format, are taken care of by the Periodicals Supervisor and periodicals department student assistants. When these staff members are not available, assistance with this collection will be given by the Reference Librarian on duty. The extent of this assistance is based on the traffic level at the Reference Desk. Generally, these materials do not circulate.

6.2. Referrals and Cooperation

The Reference Librarians will attempt to refer patrons to other departments within the library or to more appropriate libraries when necessary. Additionally, the Reference Librarians will consult with colleagues about difficult and unanswered questions.

7. Reference Materials

7.1. Circulation of Materials from the General Reference Collection

Usually, materials in the general reference collection are not circulated outside the library, so that they may be accessible to as many users as possible for the time the library is open. However, since some materials are in less demand than others, reasonable requests to borrow less heavily used titles may be granted at the discretion of the Reference Librarian on duty. If permission has been granted, patrons may only check out reference materials within the hour prior to the library's closing and must return these materials by 9 am the next day. A \$.50 an hour fine is charged for overdue reference books up to \$5.00 per day.

7.2. Location and Circulation of Other Types of Reference Materials

7.2.1. Indexes

Most indexes are located behind the Reference Desk and are not available for circulation.

7.2.2. Vertical File/Annual Reports

Material in the vertical file is housed in unlocked cabinets in the Reference Department and can be checked out for two weeks at the Circulation Desk. Annual reports from various businesses are also housed in unlocked cabinets in the Reference Department, but they do not circulate.

7.2.3. Ready Reference

Ready reference books offer information for which there is a consistently high demand, and they are therefore separated from the bulk of the general reference collection and housed on a shelf near the Reference Desk. Ready reference books do not circulate.

7.2.4. Bible Commentaries

Bible commentaries and associated Bible materials offer information for which there is a consistently high demand. These materials also tend to be highly coveted by ATS students. Since they are in great demand by both institutions, commentaries do not circulate.

7.2.5. Atlases

Atlases are housed on several stands in the general reference collection and may be checked out at the discretion of the Reference Librarian on duty.

7.3. Shelving of Materials

It is the responsibility of the Reference Department student assistants to reshelve reference materials and to use a tally sheet to note how many reference materials have been consulted.

8. Ethics

The needs of library users must always be taken seriously and treated with utmost respect. To that end, the following Code of Ethics has been adopted by the Reference Department.

Code of Ethics
American Library Association, 1995

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We recognize and respect intellectual property rights.
- V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representations of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

available at -

http://www.ala.org/Content/NavigationMenu/Our_Association/Offices/Intellectual_Freedom3/Statements_and_Policies/Code_of_Ethics/History1/codeofethics.pdf

This Manual has been adapted, in part, from:

Reference and Online Services Handbook: Guidelines, Policies and Procedures for Libraries, ed. by Bill Katz and Ann Clifford, Neal-Schuman Publishers, Inc., NY, 1982