The objective of the reference department is to provide information in a manner most useful to our customers. Every attempt should be made to provide users with complete, accurate answers to their information queries. This will necessitate different approaches depending on the needs of the patron.

Information queries can be requested from library users in person, by phone, email, or by letter. Interpretation of this information, especially medical, legal, or statistical will not be provided.

Emphasis should be placed on teaching the use of online resources as well as print resources in such a manner that will allow the patron to become self-sufficient whenever possible.

When available reference librarians will provide instruction in the use of electronic resources such as the resources provided by NCLIVE.