The library will attempt to provide all types of reference services necessary to meet the information needs of our patrons. This includes directional, information and research services, the information needs, and the service expectations of the citizens of the county.

When several requests for information (i.e. patrons, phone calls, emails, letters) demand the attention of the reference librarian, choose the user in the library, in the order they arrive at the reference desk, before other requests.

The library will assess the information needs of the community and create libguides and other instructional tools to provide guidance to information resources. Subject libguides will be created based upon need and be maintained by the reference department in order to provide easy access to the online material provided by local, regional, and state organizations.

If information requested from the reference department cannot be adequately provided by the resources available through the library the individual or group requesting the information will be referred to an agency that can meet their information needs.

The reference staff will provide ongoing instruction in the use of reference resources to the library staff in both methods and materials. This will be provided in both small and large groups in accordance to assessed need for instruction.