

## Reference Policy

1. Reference questions will be answered for all library users, even those who are not registered patrons. Requests for in-depth research may be referred to larger facilities.
2. Brief reference questions (five minutes or less to answer) may be handled over the telephone.
3. Questions that cannot be answered by the library staff will be referred to the reference desk at the New Hampshire State Library.
4. During busy times, the library staff may conduct a reference interview and inform the patron that he/she may have to wait until the next library day for an answer until the library staff is able to provide the answer(s).
5. If finding the answer to a reference question requires a fee for an electronic database search, the library user will be notified of this fee prior to its occurrence, and will be responsible for paying the fee, should the patron wish to proceed with his or her inquiry.

Reviewed and approved by the Board of Trustees April 18, 2019