

**Reference Service Policy**  
*Board of Trustees Approved: October 2013*

- I. The Forest Park Public Library (FPPL) is committed to providing impartial, courteous and confidential reference services to all patrons. The reference staff shall not provide advice or interpret specialized information beyond its expertise, but shall refer patrons to expert sources whenever possible.
- II. All staff members who have responsibility for reference service shall follow the current best practices guidelines approved by FPPL's library system and/or professional library organizations.
- III. FPPL shall provide reference service to offsite patrons when possible. However, individuals present in the building are given first priority for service.
- IV. While there shall be no charge for in-house reference service, FPPL may pass on to the patron any fees charged to the library from referral sources. FPPL shall make a good faith effort to inform patrons of these costs before completing the referral.

