

## Reference Services

Reference work is a professional task and should be done by the person best qualified in the library to do it. General directional questions can be answered by any staff member, but complex questions are to be handled by a reference librarian or the best qualified person available. An honest attempt should be made to answer all questions no matter how trivial they might seem because they are important to the patron. All reference work should be done in a friendly, efficient manner and the source cited.