



#### **XIV. Reference Services**

Vaughn Public Library staff provides knowledgeable, personalized assistance to help library users find information and select and use library resources. Library staff approaches each request and the individuals making the request with respect and impartiality, regardless of age, background, ability, origin or views.

##### **Services**

- Provide information in the form of short answers to specific question—“ready reference” information
- Assist in the use of the library and teach basic research methodology, when appropriate
- Provide bibliographic verification of items both in the library and not owned by the library and assist in obtaining materials through interlibrary loan
- Refer library users to other agencies and libraries in pursuit of needed information
- Use resources in various formats, including print and digital or online information
- Provide verification for sources used in obtaining information

Reference questions may be submitted by telephone, emailed, faxed, mailed or posed in person at the library. Responses are provided as quickly as possible.

#### **XV. Public Notice Bulletin Board Policy**

Bulletin board materials may be submitted for posting by nonprofit organization for civic, educational or cultural purposes. Such organizations may submit literature publicizing an event. Limited space generally allows only short-term notices. Postings must meet public library standards. Library staff will place and remove postings promptly.

The library will not distribute multiple copies of items such as newsletters, brochures or catalogs.

#### **XVI. Disasters & Emergencies**

##### **Fire**

Do not panic, but do not under-estimate the potential danger to library users and staff represented by a fire. At the first indication of smoke or flame, the staff member at the circulation desk should call 911 or the fire department and then clear the building.



Prevention: Familiarize staff and volunteers with the type, location and application of the fire extinguisher in the building. Check fire exits, ensuring they remain free of any clutter and are open.

### **Health Emergencies**

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Library staff may keep the sick or injured person comfortable and protected from disturbance until medical help can be obtained. Emergency medical technicians or the police should be called immediately in the event of any serious problem. No medication, including aspirin, may be dispensed to the public.

### **Inclement Weather**

The library will follow the recommendation and actions of the City of Ashland during normal business hours, 8:30-4:00, Monday through Friday. Closing during other days and hours will be at the discretion of the library director.

### **Tornadoes**

In the event of a tornado, library staff will escort library users to basement stairwell.

### **Power Outage**

After two hours without power, the library may close until power is restored.