BETTENDORF PUBLIC LIBRARY INFORMATION CENTER
REFERENCE AND INFORMATION SERVICES POLICY

Purpose and Intent
The purpose of this policy is to inform the public and staff of the type and scope of information and reference services offered by the Bettendorf Public Library Information Center.

Scope of Services

Definition
Reference and Information Services requests may include, but are not limited to assistance to patrons seeking to identify information and sources of information relating to a specific subject, interest, assignment, or question. Each request is given equal consideration and answered through appropriate citation as accurately and completely as possible, within a reasonable time-frame. Patron confidentiality will be maintained.

A professionally trained Librarian will be available during library business hours to provide direct assistance to patrons seeking information, whether in-person, by telephone, mail, e-mail, etc.

Online and Print Reference Services
The Library provides free access to reference resources in-print (in-house use), online via the Internet, and through subscription-based proprietary research databases available for use by patrons and staff. Proprietary online databases are available to patrons via remote internet access as budget and licensing allow. Subscription-based databases supplement the Library's print collection by providing online access to reference resources. Note: Staff will provide assistance with Internet use within the guidelines outlined in the Library's *Computer and Electronic Access Policy.*

Information and reference requests that are not submitted in person will be answered by staff as time permits. For requests submitted by remote access, staff may limit the number of reference requests to five per person, per day. Complex questions may require patrons to visit the Library, to work directly with staff at the Librarian's suggestion. Exceptions: Requests for detailed information may be facilitated via remote access for departments of the City of Bettendorf. Mailed request responses to residents within the City of Bettendorf are provided free of charge. Information requests from patrons requiring a mailed response to an address outside of the City of Bettendorf must be accompanied by a self-addressed, stamped envelope.

Circulation of Print Reference Materials
Print reference materials generally circulate for a 24 hr. period. High demand items such as general encyclopedias, business directories, investment services, telephone books, and city directories are available for in-house use only.

Use of In-house of Materials
City directories, business and investment directories and other *high demand* resources may be limited to thirty minutes use per person.

Exam Proctoring
Librarians will proctor exams for the public according to the guidelines set forth in this policy's *Examination Proctoring Guidelines.* (Appendix A)

Notary Services
Notary services may be obtained at the Information Desk during regular hours of operation by appointment or on limited walk-in basis. Due to schedule limitations, notary service may not be available on demand, but can be scheduled in advance by contacting the Information Services Desk by phone or email. There is no charge for notary services.

Fax Services
A. Interlibrary Loan Fax Guidelines
   Bettendorf Public Library complies with existing Interlibrary Loan Copyright Guidelines-Compliance CONTU Guidelines (CCG) and Compliance Copyright Law (CCL) and the National Interlibrary Loan Code.

B. Public Use Fax Guidelines
   - Fax equipment is available to the public for local and long-distance use, during regular hours of operation at no charge.
   - The public is responsible for independent use of the fax machine. Library staff is not available to troubleshoot faxing issues.
   - Faxes can be received at the phone number posted on the fax machine. Library patrons must be at the machine to receive their incoming fax. Library staff will not store faxes and assumes no responsibility for faxes that are received and not claimed upon arrival.

Library Orientation and Instruction Services
Informal library instruction takes place as an integral part of general library service. Direct one-to-one or group instruction in library skills, Internet and computer use may be provided in the form of library tours, drop-in instruction sessions, and classes.
   - Adult Tours- Requests for library tours for adults should be made through the Information Services Manager at least two weeks in advance of the desired date.

- Youth Tours- Requests for library tours for youth or school groups should be made through the Youth Services Manager, at least two weeks in advance of the desired date.

Reserve and Interlibrary Loan Services
Items owned by Bettendorf Public Library, but currently unavailable, may be reserved by staff on behalf of the user. Bettendorf residents requesting recently published items which are not available through the local consortium, will be offered a *Request for New Material* form to obtain the material. Out of print or otherwise unavailable items may be obtained through the interlibrary loan process. See *Circulation Policy* for details.

Confidentiality
Patron requests for reference and information services are confidential in accordance with Bettendorf Public Library's *Confidentiality Policy*. Pertinent information related to the request may be shared among library staff in order to facilitate or complete the request, as necessary.

Guidelines for Reference in Areas of Specialization

Inquires which cannot be answered by library staff may be referred to another agency, association, or individual for further consultation, as determined by library management. Long distance telephone calls required within the research process will be made at the discretion of the Librarian on duty.

Genealogical Research
The Library maintains a basic collection of local history and general instructional genealogical guides, as well as online genealogy databases. Staff will provide assistance within the limits of the Library's collection of materials and offer additional assistance via interlibrary loan of related materials. Patrons may be referred to other local genealogy agencies.

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APPENDIX A- EXAMINATION PROCTORING GUIDELINES

Eligibility Guidelines
Exams are proctored at no charge for Bettendorf residents. A Bettendorf Public Library card or valid photo ID verifying Bettendorf residency is required at time of testing.

Process Guidelines
  I. Scheduling
  - Proctoring services may be requested by the student via phone, email, in-person, or online through the *Request for Proctoring Form* located on the library's website @
    http://www.bettendorflibrary.com/services/exam-proctoring
  - Students should arrange delivery of test materials to:
    Bettendorf Public Library
    2950 Learning Campus Drive
    Bettendorf, IA 52722.
    Attention: Test Proctoring Materials.
  - Students will call the Library's Information Desk at (563) 344-4179 to monitor delivery and schedule examinations. The Library will not track test deliveries or notify students.
  - Exams will be retained at the Library for 90 days from the date of receipt. Unclaimed exams will be shredded or returned to the issuing institution, via pre-paid postage, as applicable.
  - Students are responsible for reserving any additional library equipment required in the testing process, such as audio or video equipment, public internet access computers, etc.

  II. Testing
  - Exams will be proctored by a Librarian on duty. The Library cannot guarantee proctor services for exams which require one (or the same) proctor signature.
  - Library staff will adhere to the test-taking guidelines set forth by the issuing institution.
    - Proctor services do not include uninterrupted supervision of examinations.
    - Proctor services do include:
      1. Receipt of testing materials
      2. Public testing location at the Library
      3. Identification of the student and facilitation of exam by trained staff
      4. Periodic monitoring of student during exam process
      5. Completion of proctoring authorization forms
      6. Returning completed exams to issuing institution

7. Issuing the exam, filling out forms, monitoring the student taking the exam, and returning the completed exam to the issuing institution.

- Students must complete exams 30 minutes prior to closing.

III. Submission

- Postage- Return postage is not available for purchase at the library or included in exam proctoring services. Prepaid postage must be provided by the testing institution or the student.
- Shipment- Complete postage paid exams will be returned to the testing institution within the Library's next regularly scheduled pick-up via the U.S. Postal Service. Students may arrange separate courier pickup at their expense.