

402 - Reference Services

The objective of the DeSoto Parish Library is to provide for the people of Desoto an easily available local collection of and global access to the universal record of human thought, wisdom, ideals, information, experiences, and artistic expressions.

The Library provides information useful for daily living, supports formal education and independent learning efforts and assists researchers and scholars.

In pursuing this objective the Library strives to fulfill its unique responsibility to ensure free, open and equal access to information for all the people that the Library serves.

The goal of reference service is to provide an end-product: the information sought by the user. Reference service shall not only meet but also anticipate user needs. The Library staff shall encourage user awareness of the potential of information resources to fulfill individual information needs.

The Library shall seek to provide users with complete, accurate answers to their information queries regardless of the complexity of those queries.

The Library shall make available user aids, in print and other media, to help users identify items in the collection relevant to their interests and needs.

The Library shall provide instruction in the effective use of its resources. Such instruction can range from the individual explanation of information resources or creation of guides in appropriate media to formal assistance through interpretive tours and group presentations designed to provide guidance and direction in the pursuit of information.