

Interlibrary loan services:

The Reinbeck Public Library is part of the SILO system (State of Iowa Libraries Online). Most interlibrary transactions are done through SILO. As a borrowing library, the Reinbeck Library notifies patrons when requested items become available, or notifies them if the materials are not available. The borrowed items due dates are specified by the lending libraries. As a lending library, the Reinbeck Library sends out materials through the van system or the mail. Materials sent out to other libraries generally have a one month check out period as recommended by the state library. Some items may be renewed. High demand items may not generally be renewed. The interlibrary loan service is free unless otherwise specified. The Reinbeck Library also takes part in the Open Access program by which patrons of other Iowa libraries may directly check out materials from the Reinbeck Library. Open Access library patrons will adhere to the same rules as the Reinbeck patrons for length of checkout, fines, and cost of repair or replacement of materials.

Reference services:

The Reinbeck Public Library's reference policy is to try to meet the needs of everyone in the community. All patrons are assisted in their search for information and treated with courtesy, respect, strict confidentiality and no censorship.

Reference interview:

In helping patrons with their information search, library staff must determine the needs of the users by conducting a reference interview. The staff may recommend reference materials and/or Internet searches. Reference is conducted on a first come first serve basis whether by telephone or walk-in patron. Email questions will be responded to in a timely manner. Sometimes reference questions may be referred to an outside source such as the Library Service Area.

Homework Assignments:

Students may be assisted by library staff in locating needed information. Homework assignments should be done by students themselves, with help provided only in how to find the needed information.