

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. The Reinbeck Library subscribes to EBSCOHOST which patrons may use either within the library or remotely for needed information. 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.