In order to provide good reference service, librarians in the duPont-Ball Library will strive to fulfill the following standards:

**Standard One: Act in a manner that encourages patrons to ask questions**
A. At the Reference Desk or on the phone, greet patrons in a cordial manner
B. Use a pleasant, friendly voice when speaking to patrons in person or on the phone
C. Answer electronic reference requests cordially and promptly
D. Answer Reference Desk telephone voicemail promptly and cordially
E. Avoid bringing work to the desk which requires intense concentration
F. Reassure waiting patrons that they will be helped as soon as possible
G. Allow patron to finish asking a question before commenting
H. Remain calm and polite when dealing with patrons
I. Approach patrons who look as if they need help
J. Offer reassurance to frustrated patrons
K. Look up frequently to see if patrons in the reference area need help

**Standard Two: Interview patrons to determine their information needs**
A. Use good listening skills to clarify a patron’s request by identifying the following:
   - The subject area and the kind of information requested
   - The depth and amount of information needed
   - Recency of the information needed
B. Restate patron’s query to ensure complete understanding of the patron’s request

**Standard Three: Identify and direct patrons to appropriate resources**
A. Select resources most likely to contain the information sought
B. Consider all possible sources and seek more than one reference source, if appropriate
C. Ask for assistance from colleagues, if necessary
D. Provide instruction for use of resources (regardless of format), if necessary
E. Break down reference assistance into logical modules or steps, as necessary, and encourage patron to return to desk for help with the next step.
F. Educate patron, as appropriate, by suggesting additional sources or services which would help the patron
G. Consider all possible resources before telling the patron the needed information is not available
H. Accompany patron to the designated source(s) unless the location of the source is clear by pointing or by locating on a Library map
I. Provide appropriate referrals, if needed, e.g., other campus departments, other libraries (public library, Volusia County Law Library), subject specialists.
J. Initiate contact with referral when appropriate (e.g., call the public library, the law library, or a campus department and explain that a patron needs information from them)
K. Encourage patron to check back at the Reference Desk if unable to find what is needed, has trouble using any of the resources, or needs more in-depth assistance
Standard Four: Demonstrate and develop knowledge of information resources and services
A. Engage in formal and informal study to further knowledge of information resources and services
B. Attend workshops and/or conferences and share information with colleagues
C. Keep abreast of current literature regarding information sources and services
D. Examine new reference tools and share resources with reference colleagues

Standard Five: Create and disseminate User Help Guides and web links
A. Revise or create in-house publications as needed (both print and electronic)
B. Make user guides available electronically via the Library website
C. Make use of in-house publications (research guides, research aids, brief guides, etc.) and contribute information to them when needed

Standard Six: Work as a team at the Reference Desk
A. Help colleagues at the Reference Desk when asked
B. Offer assistance to a colleague who is having a problem answering a reference question without undermining the colleague
C. Ask for assistance from colleagues when necessary
D. Alert colleagues to class assignments and frequently asked questions
E. Alert colleagues to reference materials that may be of particular use for an assignment or to new reference materials
F. Help at Reference Desk, even if not “on duty,” if reference demand warrants it
G. Remain flexible about Reference Desk hours
H. Keep Reference Desk area neat
I. Follow up on any materials left for patrons at the Reference Desk to see that they are either delivered to the patron or removed from the Reference Desk in a timely manner

Standard Seven: Participate in collection development
A. Contribute to the development of the Library’s collections by recommending items to be purchased (both print and electronic). See also: Reference Collection Development Policy (http://stetson.edu/library/policies_colldevref.doc) and Web Site Collection Development Policy (http://stetson.edu/library/policies_colldevweb.doc).
B. Assist in weeding the Library’s collections by recommending items to be weeded

Standard Eight: Understand and apply library and departmental policies
A. Explain to patrons not affiliated with Stetson the Library’s “Stetson University Library Associates Program” which governs access and membership
B. Enforce Library policies on food, drink, noise levels, and cell phone policy
C. Enforce the Library’s policy on use of the Internet.
D. Enforce the Library’s (and Stetson’s) policy of no soliciting or passing out of organizational literature in the building. Director’s permission is needed for posting signs and event posters or flyers
D. Be familiar with the Library’s emergency procedures on the shared Library s: drive
Approved by Library faculty October 6, 2000