camden county
LIBRARY SYSTEM

INF-1 Reference and Information Services

Effective: June 10, 2026 Supersedes: Priorities for Reference Service, March 11, 2003

Policy Statement: The Camden County Library meets the information needs of library users by providing answers to reference questions, giving assistance and instruction on the use of library resources, and suggesting search strategies and resources.

1. Information requests may be made in person or by phone, mail, or email.

2. Librarians will search for obituaries and death notices if provided with a full name and a date of death and will search papers for one week after the date of death. Obituary searches are limited to three per month.

3. Patrons needing one-on-one assistance may request an Assistance by Appointment session with a Librarian. Appointments are one hour long and limited to one appointment every three months.

4. Patrons who need extended reference assistance lasting more than ten minutes may be referred to an Assistance by Appointment session.

5. If a patron's reference question requires a referral or extended research lasting more than ten minutes, they may not receive an immediate response and will be contacted once the requested information is available.

6. Librarians provide the following services:

    - Assist patrons select and use library resources
    - Provide information sources
    - Suggest search strategies
    - Provide instruction on the effective use of library resources and the technology needed to access them
    - Provide reader's advisory services
    - Proctor exams
    - Provide appropriate referrals to other branches, libraries, local government agencies, or organizations when an inquiry is outside of the scope of the Library's collections or expertise

7. Librarians do not:

    - Perform in-depth research
    - Proofread, type, write, translate, transcribe, or critique documents, including resumes
    - Make phone calls or send emails on behalf of patrons
    - Complete forms, documents, or resumes
    - Diagnose, give medical advice, or recommend specific health care professionals
    - Interpret tax laws and regulations or provide tax advice
    - Make recommendations on consumer products
    - Provide appraisals of art and collectibles
    - Interpret the law or recommend law firms or specific attorneys

8. Library staff may not troubleshoot problems with personal devices, complete online

forms, create accounts such as personal email, social media, banking, financial, or online shopping accounts, or enter credit card numbers or other personal information. Please see Library Policy INF-3, Computer Use and Internet Access, for more information.