

**Reference Procedure for Floor Person**  
**(Adult Reference Desk, Children's Reference Desk and Teen Reference Desk)**

*Revised December 12, 2007*

**When your scheduled floor time begins:**

1. Take one of the two tote bags containing complete supplies for all Reference Stations in the locked Adult Reference Desk, including:
  - a. Sign that says *Librarian on Duty* – put out in place of *Staff Use Only* sign.
  - b. Put out *Please Disturb!* sign.
  - c. Prepare daily reference log sheet. (Blank sheets are stored in Adult Reference Desk drawer.)
  - d. Tablet PC with accessories.
2. Telephone should be on desk (Children's on wall) – verify working.
3. Check the Reference Bin and check the [reference@bernardsvillelibrary.org](mailto:reference@bernardsvillelibrary.org) e-mail account (password *ref*). As time allows, complete reference needs and move documentation to the appropriate bin.

**During your scheduled floor time:**

- Assist patrons and staff with reference needs. Balance helping the patron with the needs of other patrons and forward queries to Newark Public Library Reference Department 973-733-7779 / email at [reference@npl.org](mailto:reference@npl.org) / fax at 973-733-5648.
- Work on projects as directed.

**When your scheduled floor time is finished:**

1. Make sure phone is set for only incoming calls
2. Log off computer and turn off monitor / if using tablet, check battery status if less than 50% or 1 ½ hours of battery usage, charge tablets.
3. Put away *Please Disturb!* sign.
4. Remove sign that says Librarian on Duty – replace with sign Staff Use Only
5. Put daily Reference Log in top drawer of Adult Reference desk.
6. Make sure that any reference questions needing follow-up are filed in the holder in the Circ Cubby.
7. Return all supplies to Adult Reference desk and lock it.

## Reference Procedure for Circulation Desk Stationed-People

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When a patron asks for assistance:

1. Conduct a ready reference interview (should take no longer than 1 minute)
  - a. Paraphrase request
  - b. Ask open-ended questions
  - c. Clarify information needed
  - d. Verify request if necessary (make sure understand what product is needed – a photograph, book to take home, Internet site, etc.)
  
2. If the question can be answered quickly and the desk is quiet, seek the information in whichever way is most appropriate for the question from among these options:
  - a. Check *www.google.com* if terms are unfamiliar or for a quick search for Internet sites.
  - b. Check library catalog for terms – narrow or broaden your search terms as first result indicates.
  - c. Check Ready Reference sources, if appropriate:
    - i. Almanacs
    - ii. Encyclopedias (*World Book* usually a good start)
    - iii. Dictionaries
    - iv. Telephone directories
    - v. Library reference sources (behind Circulation Desk)
  - d. Use online resources available through *Staff Resources* webpage on circulation desktops (<http://www.bernardsvillelibrary.org/karen/staffmenu/staffmenu.htm>).
  
3. If your attempt does not satisfy the patron's needs within five (5) minutes, or if the Circulation Desk is too busy for you to focus on the query, you may:
  - a. Refer the patron to the scheduled Floor Person.
  - b. Ask the patron to complete a Research Request Form (attached). When completed, depending on desk traffic:
    - i. Ask the patron to wait until the desk is less busy.
    - ii. Tell the patron we will get back to them and put the form in the Reference bin.
    - iii. Refer immediately to Newark Public Library Reference Department 973-733-7779 / email at [reference@npl.org](mailto:reference@npl.org) / fax at 973-733-5648.

**Bernardsville Public Library  
Reference Form**

Revised January 10, 2007

Patron Name: \_\_\_\_\_ Date and Time: \_\_\_\_\_

Email Address: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date information is needed by \_\_\_\_\_

Information Requested:

Sources Consulted by Patron:

Appropriate age level: Elementary \_\_\_\_\_ Middle/High School \_\_\_\_\_ Adult \_\_\_\_\_



Searched by \_\_\_\_\_ Date \_\_\_\_\_

Sources Consulted \_\_\_\_\_

\_\_\_\_\_

Information: \_\_\_\_\_



Patron contacted on \_\_\_\_\_ Contacted by \_\_\_\_\_

Additional Comments :