

Access to Services

AS 100 Reference Services

Revised: 1/98, 9/16, 1/17

The Metropolitan Library System strives to provide the highest quality of reference services possible, responding to all inquiries with accuracy and efficiency. To best meet the needs of our communities, Metro Library staff will employ a service philosophy that ensures service that is professional and unbiased.

Service Philosophy and Library Ethics

- All reference and information questions will be handled with equal effort and professionalism, regardless of who asks the question or how the question is submitted.
- Oklahoma law protects the confidentiality of library users' records.
- The "Confidentiality of Library Users' Records" law is Section 1, Chapter 81, O.S.L. 1985 (65 O.S. Supp. 1985, Section 1-105). Librarians should also be familiar with Oklahoma's Open Record Act.
- Staff connects members with information but does not interpret that information or give medical, legal, financial, tax, or other kinds of advice.

Fees

- Inquiries answered by mail cost \$0.25 per page of photocopying and \$3.00 shipping and handling

The Metropolitan Library Commission authorizes the executive director to establish procedures to administer this policy.