



XIV. Reference & Technology Help Services

Vaughn Public Library staff provides knowledgeable, personalized assistance to help library users find information and select and use library resources. Library staff approaches each request and the individuals making the request with respect and impartiality, regardless of age, background, ability, origin or views.

Services

- Provide information in the form of short answers to specific question—“ready reference” information
- Assist in the use of the library and teach basic research methodology, when appropriate
- Provide bibliographic verification of items both in the library and not owned by the library and assist in obtaining materials through interlibrary loan
- Refer library users to other agencies and libraries in pursuit of needed information
- Use resources in various formats, including print and digital or online information
- Provide verification for sources used in obtaining information

Reference questions may be submitted by telephone, emailed, faxed, mailed or posed in person at the library. Responses are provided as quickly as possible.

Technology Help

Vaughn Public Library offers one on one technology help to assist individuals to make the best of their own technology and to broaden access to resources and information available through internet connected devices. One-hour appointments are scheduled by phone or email. The service is limited to information and instruction. Any kind of request to create or produce content is out of the scope of Technology Help. By participating in this service, individuals understand the Vaughn Library and its employees are not responsible for any loss or damage to personal data or devices.