



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference  
Appendix #2

PAGE: 1 of 9

General Reference

- Provides information in the form of short answers to specific questions and guidance in locating materials for patrons who appear in person, call on the telephone, or request information through email and airmail correspondence.
- Refer library users to other agencies and libraries in pursuit of needed information.
- Uses not only the Library's resources in printed form, but consult appropriate digital resources as well as the regional resource library and other agencies by telephone in pursuit of "ready reference" information.
- Provides assistance in the use of the online catalog, printouts, indexes, and web base database, CD-Rom, microfilm/microfiche reader machines, and complex reference sources.
- Prepares and performs day to day Reference activities in accordance with functions, services, practices, and procedures of GPLS
- Retrieves general reference materials, Guam/Pacific materials, current and back issues of magazines and newspapers.
- Uses ready-reference or other research materials to provide answers to a wide range of reference questions.
- Follows up on all requested research question materials.
- Provides assistance in the use of library collection print-outs and online catalog.
- Re-shelf requested and new reference materials in their proper places.\
- Records daily incoming materials from Reference In-Box, and emails on local, national, and international information.
- Performs daily indexing of local/Pacific topics in magazine and newspaper.
- Performs inventory, preservation, and conservation procedures of Vertical Files, magazines, newspapers, etc.
- Reference technicians will confer with other libraries onsite or at other locations If necessary.
- All patron inquiries will be handled in a courteous and professional manner.
- Reference services will be provided in a manner that is timely and responsive to the needs of the requester.
- All rush reference requests will be given priority status.
- All rush requests will be discussed with the patron and agreed upon timeframe for response will be established together to ensure that the need of the patron are met.
- Patron must be kept informed on the status of their request.



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference  
Appendix #2

PAGE: 2 of 9

Federal Depository Library Program Resources

- Patrons are free to view or browse our Federal Depository materials as well, also located outside of the Reference. These materials are also unavailable for borrowing out of the library premises.
  - Library staff should also observe that these resources remain in the Reference area.
  - Ensure patrons leave materials on the table for re-shelving.
  - Patrons may request for assistance with research on Federal Depository Library Program resources.
    - ✓ Unless an individual is requesting from off-island, Library staff are not to perform complete research.
    - ✓ Provide and locate proper resources for each individual to perform their research.
    - ✓ Assist when needed.
- Patrons may photocopy pages from resources that they may have a need for.
  - There is an applied charge for photocopying. *[see appendix 2.1]*



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference  
Appendix #2

PAGE: 3 of 9

Guam/Pacific Collections / Reference Desk Resources

- Patrons must request for Guam Special Collections or Desk References when in need.
  - Guam Special Collections/Reference Request form must be completed. *[see appendix 2.2]*
  - A library card or Identification card is to be retained upon request.
    - ✓ Library cards or Identification may be rendered when resources have been returned complete.
  - Location of this collection is behind the Reference desk, secured.
    - ✓ Vertical Files
      - ~ A-Z Subject files
      - ~ Government of Guam Agencies
      - ~ Biography files of Dignitaries
      - ~ Villages of Guam
    - ✓ Guam Special Collections
      - ~ Printed Materials (Guam History, World War II, etc.)
      - ~ CD-Rom's and Audio CD's (Newspapers, Legislative hearings, etc.)
        - \* Library Computer terminals are available to review these materials.
        - \* Printing is available at a price *[see appendix 2.1]*
      - ~ Microfilms (Newspapers, Government documents, etc)
        - \* Microfilm reader is available for viewing these materials.
        - \* Printing is available at a price *[see appendix 2.1]*
    - ✓ Desk Reference resource materials (Indexes, Dictionaries, etc)
    - ✓ Environmental Resources (Military and Governmental)
    - ✓ Archival Photographs
      - ~ Available on Compact Disc (Patron Viewers)
        - ~ These materials may be viewed on a library computer terminal.
      - ~ Index publication for photographs is also available to better indicate requests.
    - ✓ Archival Newspapers and periodicals
      - ~ Newspaper Archives
      - ~ Selected Popular Magazine Subscriptions
      - ~ Selected Guam Magazines



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference – Guam/Pacific Collections  
Appendix #2

PAGE: 4 of 9

- Resources are to remain in the Reference area.
- Library staff must review materials upon release to requested individual as well as upon return. (For example: Files, and how many documents it contains, How many materials lent out)
- Loan/Duplication Agreement Form [\[see appendix 2.10\]](#)
  - Some items may be borrowed out of the library premises upon approval and under certain circumstances.
    - ✓ Materials requested must have more than one copy in our possession.
    - ✓ Management approval is absolutely necessary upon request.
    - ✓ Loan period must be indicated and met by the individual borrowing.
  - Photographs may be duplicated for certain projects also upon approval.
    - ✓ Management approval is absolutely necessary upon request.
      - ~ GPLS Loan/Duplication Form must be completed [\[see appendix 2.10\]](#)
    - ✓ Distributions of photographs are only in digital format.
      - ~ CD's,
      - ~ External or Flash drive
      - ~ Electronic mail
    - ✓ Original photographs are unavailable for review or loan unless approved otherwise due to conditions of special handling.
    - ✓ There are applied charges for photo duplication [\[see appendix 2.1\]](#)
    - ✓ Payment must be retained upon release of photographs requested and receipt must be prepared for such payments.



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference  
Appendix #2

PAGE: 5 of 9

Telephone / Email and Air Mail Correspondence Research Requests

**Requests received via telephone call, email, and air mail (by Resident Patron)**

- Library staff may search for resources to make available for patrons.
- Patron will be notified after resources have been gathered for them to come in and perform research, make their copies, etc.
- Library staff may assist with research when needed, but are not to perform the entire.

**Requests received via telephone, email, and air mail (by Non-Residential Patrons/Off-island)**

- Inquire from the individual of their search request
- Contact Information is required to ensure our ability to offer updates on research progress, up to completion as well as delivery of information.
  - Electronic Mail Address
  - Air Mailing Address
- Be sure that Patrons are aware of charges and that payment must be received before delivery of information requested. *[see appendix 2.1]*

**Computer Terminal Usage**

**Library staff must identify whether the individual has completed a Library "Computer Usage Agreement Form"**

- If a patron is utilizing a library card, Horizon profile must be reviewed to verify completion of an agreement form.
- If there is a library card present, yet the Internet Agreement form has not been acknowledged.
  - Have the patron read the policy *[see appendix 2.5]* and complete an agreement form *[see appendix 2.4]* then note acknowledgement into their Horizon profile.
- If there is no library card, Identification may be accepted, but Agreement form must be completed and patron must be made aware to bring their agreement form copy each time of use.
  - Encouraging application for a library card is advisable.
- Patrons are required to surrender a library card or identification in exchange for the use of a computer terminal.
- Individuals are required to sign in and out for use of computer terminals.
  - Computer Usage Sign Out Forms are prepared daily *[see appendix 2.3]*

**Patrons hold an allotted time to utilize our computer terminals.**

- One hour maximum when no one is waiting to utilize a terminal.
- Thirty minutes when terminals are full and an individual is waiting.



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference  
Appendix #2

PAGE: 6 of 9

- Patrons are required to relinquish terminal use for at least an hour before next allotted use time.
- Should an individual require more time to work on important matters, they must make library staff aware and therefore allowed two hours maximum allotted time.
- Printouts from computers are permitted at a price. [\[see appendix 2.1\]](#)



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference  
APPENDIX: #2

PAGE: 7 of 9

**Incoming Mails and New Items/Materials Received**

**Printed and Non-printed materials**

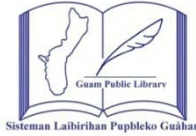
- All “newly acquired” processed items/materials are placed on the Reference Desk for patrons to recognize and are available for reading and research/
- Materials are shelved after a week at its proper sections/areas

**Incoming Mail Box: Government of Guam, and Miscellaneous Documents (Original copies)**

- All documents are placed in the Reference Incoming box
- Library staff is to collect all documents, bar-code and route documents to Archival room for scanning.
- After scanning has been completed, documents are counted and recorded for statistics purposes *[see appendix 2.8]* and placed into its proper files at the Reference and Guam/Pacific area. Just to list a few Items/materials received are listed below:
  - Government of Guam, Public Announcements
  - U.S. Federal Government, Public Announcements
  - Governor’s Executive Orders
  - Guam Legislature Public Laws
  - Census
  - News clippings
  - Job Announcements
  - Brochures/Flyers
  - and more

**Job Announcements (Government of Guam ONLY) – Standard Procedures**

- Received and stamped by Library Administrative Office
- Documents are brought out and handed over to library technicians
- Counting of documents are made and recorded for statistics
- Announcements are placed on a clipboard for patrons to review.
  - Continuous Announcements
  - Regular Announcements with Closing Dates
- Patrons inquiring may make copies of announcements if they wish; applications are available online for completing and printing
- There are charges for Xerox copies or printouts *[see appendix 2.1]*
- Clipboards are to be reviewed and removal of all Announcements that are closed and Continuous announcements that have been posted over time must be removed, counted, and recorded for discard.



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference  
APPENDIX: #2

PAGE: 8 of 9

**Digital Documents (Government of Guam, Guam Special Collection, etc.) – Standard Procedures**

- Digital documents are collected via Emails received from the Library Supervisor.
- Items are digitally bar-coded.
- Collected Documents are counted for Statistics [\[see appendix 2.8\]](#) and placed in digital folders for Alchemy archival database.





GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Reference  
Appendix #2

PAGE: 9 of 9

### **Collecting Statistics**

Reference enquires and visits to the library are standard performance measures that all GPLS libraries collect. These measures are collected daily and are incorporated into GPLS statistical reports for local library budgets, and IMLS State Data reports.

A "Reference Daily" form is prepared by library staff for calculations. *[see appendix 2.6]*

- Attendance
- Requests (In person, Telephone, Email)
- Materials review (Federal Depository, Guam/Pacific collection, Reference, Serials/Periodicals, etc)
- Computer Terminal Usage
- Microfilm/Microfiche Reader

**Daily forms are recorded onto a Record book** *[see appendix 2.7]*

- Same information recorded daily, but collecting for the month.

**Monthly Reports** *[see appendix 2.9]*

- Monthly reports are completed and submitted to the library staff assigned to compile, calculate, and prepare statistical forms for IMLS State Data, and GPLS Statistical Reports.