The Greensburg-Decatur County Contractual Public Library shall provide limited reference services to all patrons by providing quality informational resources and services for our users. If a staff member is unable to answer a question, the question may be forwarded to another staff member until the answer is found or all resources have been exhausted.

Reference service will be provided in response to all forms of inquiry: in person, by telephone, by electronic means and through the mail.

Categories of Inquiries:

1. Medical, Financial and Legal Questions: Patrons will be directed to the Library's collections on law, medicine, and finance. Staff will not offer opinions or interpretations, nor attempt to abstract or condense information.
2. Contest/Trivia Questions: Contest and trivia questions are treated as any other information request. Staff will not answer contest questions. Patrons will be directed to the appropriate sources for finding the answers themselves.
3. Homework Questions: Homework questions are treated as any other information request. Students will be directed to appropriate sources for homework assignments. Answers to specific questions will not be provided by staff.
4. Genealogical Research Questions: The library has basic genealogical materials, but the library does not undertake original research. Not all Library staff are trained in genealogical research. However, if a qualified staff member is available he/she can direct patrons to genealogy materials in our non-fiction collection and our local history resources in the Indiana Room to help with their research. Staff will attempt to answer inquiries received in-person, by phone, mail or electronically as time allows. We may charge for copies and/or postage for this service and donations are gladly accepted. If Library staff is unable to answer an inquiry, the patron may be referred to outside resources or researchers to help them find their answer.

-- Updated: 9/27/2016 --

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