



Reference Services

Reference services at Oak Ridge Public Library are designed to provide citizens with their information needs including research assistance in all areas, local history information, technology help, and general information guidance.

Requests involving in-depth assistance are best handled by making an appointment ahead of time. When that is not possible, library patrons may be asked to wait until staff time allows.

Oak Ridge Room

The Oak Ridge Room was established to serve the community by:

- Collecting, cataloging, and preserving records and history of the Oak Ridge area;
- Collecting the works of Oak Ridge authors for the purpose of supporting local authors.
- By providing assistance to the public in using the collected materials.

Works by Oak Ridge authors are collected in the library's Local Authors collection and are available for circulation. Non-print works by Oak Ridge musicians, actors, screenwriters and other artists are shelved within their format and are labeled as an Oak Ridge artist. See Selection Policy for more details.

The Oak Ridge Room houses a special collection that cannot be replaced, and, therefore, requires the attendance of an Oak Ridge Public Library staff member. No food or drink are allowed in the Oak Ridge Room.

Technology Assistance

Oak Ridge Public Library provides basic technology assistance and education in the following ways:

- One-on-one assistance
- Reference appointments
- Technology Classes
- Community Outreach

All library staff members are available to help patrons on the library's computers, with e-readers and digital library materials, and mobile printing. Assistance is available by asking at the front desk.

Library users desiring dedicated assistance are encouraged to make an appointment. Reference appointments are available for help on personal technology as well as technology belonging to the library.

Technology Classes are held at the library on a published schedule. These classes are designed to provide the general public with a hands on, classroom setting to learn various skills on



current technology, software, and online services, as well as, important information regarding technology and its use in society.

Community Outreach services are custom designed with community partners to help extend library services throughout the community.

General Information Services

Oak Ridge Public Library is dedicated to helping fulfill the community's information needs. This purpose of this policy is not to define which information services the library will accommodate, but rather set guidelines for the best method of delivery for certain services.

For information on the Reference materials collections, please see the Selection Policy.

The library offers a wide array of online databases. Help navigating these resources is always available from all library staff and dedicated research assistance is available by scheduling a reference appointment.

Exam Proctoring

Oak Ridge Public Library can offer exam proctoring services by appointment. Exams will be administered under the following conditions:

- Both the student and the school understand that the testing will happen in the main library and that the library cannot guarantee a dedicated, private space.
- Library staff will be able to administer the test but may be called away to assist other patrons.
- If the test is to be administered online, the student or the institution will provide the appropriate URLs well in advance of the test date in order to make sure all appropriate sites are whitelisted.
- The student understands it is their responsibility to make all arrangements well ahead of time. Since library staff time is limited, walk-in and last minute arrangements cannot be accommodated. Please plan accordingly.