

Policy and Procedure Manual	Section B.8
Public Policy Reference and Readers' Advisory Service Policy	Issued: December 19, 1988, Amended June 18, 1990, Amended October 16, 1995, Amended April 16, 2007. Amended August 17, 2009. Amended February 20, 2017. Approving Authority: Board of Library Trustees

Reference and Readers' Advisory Service Policy

Reference and readers' advisory service is a major role of the Orland Park Public Library. The following policy is designed to ensure that all patrons receive the highest possible level of service.

Goals

The goal of reference and readers' advisory service is to provide accurate information, materials and answers to library patrons' questions by trained staff members during all hours the library is open within the limits imposed by available resources and the Library's policies, practices and guidelines.

- To provide materials and services to meet users' needs for timely, accurate, and useful information.
- To provide trained staff to assist patrons and facilitate access to the library's collections and cooperative resources.
- To assist patrons in the use of reference resources, library materials and in the development of research strategies in multiple formats.
- To provide readers' advisory service in multiple formats.
- To provide efficient referral and effective follow through including interlibrary loan, resource sharing and supplementary reference services to Orland Park Public Library cardholders.
- To keep the community well informed about the reference services and resources available and encourage their use.

Ethics and Standards

Reference service shall be provided to all users on an equal, nondiscriminatory and nonjudgmental basis. All requests are treated confidentially, courteously, and without regard to age, race, national origins, gender, sexual orientation, background, appearance social or economic status of personal view of the patron making the inquiry Names of users and the transactions which occur between users and the staff are confidential and except as may be required by law, not discussed outside a professional context.

The library subscribes to the American Library Association's Professional Ethics Standards which are accessible online: <http://www.ala.org/advocacy/proethics> .

Availability of Service

The Orland Park Public Library provides reference and readers' advisory assistance to any patron requesting it, regardless of residency.

Reference and readers' advisory service is provided by professionally trained staff during all hours the library is open. The entire collection youth, teen, and adult, circulating and non-circulating—is available to patrons of all ages in multiple formats.

Inquiries are accepted in person, by telephone, by electronic means and through the mail. Requests will generally be handled in the order in which they are received. However, priority is given to in-person requests. Providing reference and readers' advisory service has priority over other staff assignments.

If information appropriate to the patron's need is not available in the library, referral will be made to local or regional resources. Staff will verify that the needed information is available from the source referral.

Whenever possible, answers to questions will be provided during the patron's visit or telephone call. Staff will attempt to answer a question within a patron's required deadline. If necessary, staff will inform the patron that a longer response time is needed or that assistance should be sought from another library or agency.

Providing Service

Reference staff will use all available sources of information to answer questions. This includes, but is not limited to books, periodicals, electronic databases, the Internet, government agencies, associations, and organizations. Citations to sources of information will be given when questions are answered. The producers of a resource, not the library, are responsible for resource accuracy.

The librarian will provide sources of information, not interpretation. The librarian will not offer legal, medical, or tax advice or provide opinions, advice, or interpretation of information beyond the scope of their training in library reference work. Staff will not provide the following kinds of assistance, which is deemed to be beyond the scope of the Library's service responsibilities such as:

1. Critiquing or editing patron documents, including resumes for job seekers;
2. Completing forms (including online forms) for patrons, or assisting patrons in completing such forms;

3. Solving or troubleshooting problems with patron's personal computers or other electronic devices. (In such instances, staff is permitted to assist by attempting to locate relevant instructions and similar kinds of information for patrons); and
4. Translations will not be provided except in response to a patron's request for reference service when the patron does not speak English. This will only be provided if a person on staff with appropriate expertise is available. For all other transactions, staff will refer patrons to other appropriate resources to obtain information regarding translators.

Questions will be referred to another agency, when appropriate.

Staff will guide people doing extensive research or compiling large amounts of information to appropriate sources. Reading and interpretation of materials is the patron's responsibility.

Service to Schools

In recognition of the library's role as an educational support center, the Orland Park Public Library will cooperate with all local elementary and secondary schools, along with area colleges. Assigned staff members will coordinate with local schools on assignments and services. Attempts will be made to organize the library's response to assignments that are common to several school classes. Where appropriate, books will be pulled and placed on in-house reserve to ensure that adequate resources are available for all students. EResource instruction may be provided to schools served by the library.

Fees

Most reference and readers' advisory service at the Orland Park Public Library is delivered without charge. Patrons using photocopiers and/or printers will be charged a per page fee. Any fees charged by the lending institution will be incurred by the patron.

Service to Non-Orland Park Public Library Cardholders

The Orland Park Public Library does not provide Interlibrary Loan Services to cardholders from other libraries. Remote access to some databases is reserved for Orland Park Public Library cardholders.

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