

## SERVICES

## Information

## 440 – Information Services

## 440.1 - Philosophy

Assisting the public with their information needs, including reference, reader's advisory, and training is one of the most important functions of the Indian Prairie Library. The staff's first priority is to help patrons access materials and information and to provide instruction in the use of the library's resources. The Library has developed the following policies to ensure the highest possible quality of personalized and proactive reference service.

## 440.2 - Availability of Service

Services are provided to patrons of all ages all hours the library is open. To enable staff to assist as many patrons as possible, limits may be placed on the number of questions that can be accepted per patron per day. Use of equipment or materials may be limited if others are waiting.

## 440.3 – Assisting Patrons

Information requests are handled with impartiality and confidentiality. When assisting a patron, the staff member devotes full attention to that patron's question until it is either answered or it is determined by the staff person that additional research needs to be done at a later time. At very busy times staff may temporarily limit the time spent with one patron; but will complete the question within that business day or the next. The staff will decide when all reasonable sources have been exhausted. Neither the Indian Prairie Library nor the library staff is liable for any damages incurred as the result of using information provided by library staff or resources.

## 440.3-1 Telephone, Chat and Email Requests

The patron who comes into the library for service takes priority over the patron who telephones or contacts the library via chat or email. The number of questions answered by phone, chat, or email for one person may be limited by time available.

## 440.3-2 One-on-One Assistance

When extended personalized library training or assistance is requested by a patron, time may be scheduled with a specific staff person for one-on-one assistance. Appointments are limited to Indian Prairie cardholders. Advance notice may be required during busy hours and time may be limited.

## 440.3-3 Circulation of Reference Materials

At the staff person's discretion, Indian Prairie cardholders may check out reference materials for return on the next business day. Longer loans are available at the staff person's discretion. High demand items, multi-volume sets, and titles costly or difficult to replace are not available for reference loan.

Lost or damaged reference materials are subject to costs and fees as outlined in Section #431.3.

440.3-4 Special Inquiries—Special inquiries will be treated in the following way:

- Appraisals - patrons will be directed to probable sources of information.
- Business, legal, tax and medical inquiries - staff will provide information but not interpretation.
- Personal recommendations – other than for library materials and library equipment staff will not recommend or endorse a product or a service.

440.4- Evaluation and Review of Information Services Policy

The Information Services Policy is reviewed biannually by staff, administration, and the board of trustees.

Adopted 4/13/88, Rev. 11/16/88, 3/15/89, 6/20/90, 3/13/91, 6/17/92, 9/16/92, 2/7/96, 9/17/97, 4/15/98, 5/16/01, 9/18/02, 12/18/02, 2/18/04 (eff. 3/1/04), 12/15/04, 4/20/05 (eff. 4/25/05), 1/21/09, 4/20/11, reviewed 4/17/13, complete review & revision approved 3/18/15, complete review & revisions approved 3/15/17, complete review and revisions approved 1/20/21, complete review & revisions approved 2/15/23