

Section II: Service Policy

TITLE: Reference Service Policy

Lake Villa District Library (LVDL) provides Reference Service to assist all library patrons in locating information. Reference Service is confidential. Staff regard all inquiries as valid. Reference questions will be answered as accurately and completely as possible using authoritative sources. If staff determine the request is beyond the library's scope or expertise, they will direct the patron to the appropriate resource and offer as much guidance as possible.

Reference Service includes but is not limited to:

- Locating specific facts
- Identifying and providing/recommending resources on a topic
- Recommending titles or authors
- Assistance with using library materials, resources and equipment
- Instruction with accessing the library's digital collections and library-related applications

Library staff are unable to provide advice in areas of professional practice. This includes, but is not limited to:

- Medical
- Legal
- Tax
- Career
- Financial
- Copyright
- Personal Property Appraisals
- Editorial or Translation Services
- Recommendations for businesses, contractors or practitioners

Library staff are unable to handle confidential information such as social security numbers, financial information or medical information.

Adopted: February 11, 2008

Revised: 7/14, 6/20, 7/23