

Section II: Service Policy

TITLE: Reference Policy

Lake Villa District Library (LVDL) encourages the pursuit of intellectual and recreational opportunities and offers resources for these endeavors. We provide a dedicated staff to assist in the location, navigation, and use of materials in response to individual needs and interests.

Availability

Reference staff is available to assist all patrons. LVDL regards all information inquiries as valid. Reference service is treated with complete confidentiality.

Service

All inquiries will be given equal consideration and will be answered as accurately and completely as possible or referred to an appropriate source. Reference staff strives to use and cite the most accurate and authoritative sources when answering questions and assisting patrons.

Scope

Reference service includes, but is not limited to:

- Locating specific facts
- Identifying and providing/recommending resources on a topic
- Recommending titles or authors
- Assisting with the location, navigation, and use of library materials and resources
- Providing guidance with using the library catalog
- Training on the use of the library's e-resources
- Providing instruction with using library-related applications and equipment

As information professionals, library staff is not able to provide services in other areas of professional practice. Such services include, but are not limited to, providing medical, legal, tax, career, financial, or copyright advice; personal property appraisals; editorial or translation services; or recommendations for businesses, contractors, or practitioners. Library staff cannot conduct genealogical, patent, trademark, or other in-depth research. Staff does not handle confidential information such as social security numbers, financial information, or medical information.

When staff makes the determination that the nature of the request is beyond the scope of the library's service or expertise, staff will direct the patron to the appropriate resource and offer as much guidance and assistance as possible.

Adopted: February 11, 2008

Revised: 7/14, 6/20