



Information Assistance Policy

Purpose

The Glenview Public Library strives to connect library users to the information they seek in a positive, helpful and productive way. This policy works to describe the scope of information assistance services provided by library staff.

Policy

1. The Glenview Public Library will offer information assistance services during all hours that the library is open to any patron requesting it, regardless of residency.
2. The informational needs of every library patron will be taken seriously and facilitated with objectivity, respect, and confidentiality. Staff does not discriminate based on age, gender, race, sexual preference, disability, or appearance in providing reference services.
3. A staff member's personal opinion will never be given as fact. While staff will provide sources of information, information cannot be interpreted and library staff will not offer legal, medical, or tax advice.
4. Providing advice and suggestions for any reading material (fiction or nonfiction) is an essential service in a public library. Each patron's reading tastes will be taken seriously and without judgement. However, when performing readers' advisory services, personal interpretation and recommendation are unavoidable.
5. Service is to be provided in a manner consistent with the Glenview Public Library's Values, the Library Bill of Rights, the American Library Association Code of Ethics, and copyright law.

Guidelines

1. Reading and interpretation of materials is solely the responsibility of the patron.

2. Library staff will use available sources of information to answer questions. This includes, but is not limited to books, periodicals, electronic databases, internet resources, and government agencies. Citations to sources of information will be given when requested.
3. Information, particularly in the subject areas of law, medicine, consumer information, religion, politics, and personal finance/tax information, will be presented without interpretation, advice, analysis, or personal recommendation.
4. Staff may set reasonable limits on the amount of time and level of response given to patron requests for information in order to ensure equal and fair access to library services for all patrons.
5. When it is not possible to answer a question by traditional means, staff may refer questions to another agency as appropriate.
6. Staff cannot provide editorial, typing, tutoring, or translation services.

*Adopted by the Glenview Public Library Board of Trustees on April 21, 1999
Revised: May 21, 2009; April 21, 2022*