



## GLENCOE PUBLIC LIBRARY

### CHILDREN'S SERVICES POLICY

#### **General**

The goal of Children's Services at the Glencoe Public Library (Library) is to create lifelong readers and library users by providing services related to literacy, information-seeking, learning, and enrichment for children, their families, and those who work with children or who are young at heart.

#### **Scope**

Children's Services are provided by qualified personnel during all regular hours of operation. Children's Services are available to all who utilize library materials for youth, including children, their caregivers, and those working in support of youth. Services are provided with consideration for the developmental needs of individual users with respect to age or ability.

All requests are treated impartially, confidentially, professionally, and without judgment. The Library responds to all requests whether submitted in-person, via phone, chat, email, or mail. Children's services and access to the youth collection of print, audio, video, and digital resources are provided without regards to residency, except as limited by vendor licensing requirements or internal policies established by the Library. Library staff facilitates access to the library collections of print, audio, video, and digital materials.

Patrons are assisted as staffing and time allows. Inquiries are treated equally; no value is given as to the reason for the question or the intended use of the information. No personal opinions, advice, or recommendations will be offered with the exception of readers'/listeners'/viewers' advisory services. The source of the information will always be cited along with the answer.

Library staff do not discriminate based on age, gender, race, sexual preference, disability, or any other personal identifiers.

Library staff reserve the right to decline all conversation of a personal nature.

#### **Priority**

When Children's Services inquiries occur simultaneously, priority is given to in-person inquiries with second priority to live remote (e.g. telephone and chat) inquiries. If a live remote inquiry cannot be answered with a few minutes and other patrons are waiting for help, the person will be asked for contact information so staff may follow-up when time allows. If, in the judgment of the library staff member, the answer requires reading, evaluating, and/or comparing an extensive amount of information, the person may be asked to come into the Library to review the materials. This is particularly relevant to school research projects.

#### **Research**

Children's services staffing is not adequate to prepare extensive compilations, such as comprehensive bibliographies or lists of statistics, for individual patrons. Staff may compile

bibliographies of library holdings on a subject for Glencoe District 35 faculty or Glencoe preschool teachers for educational use.

Every attempt is made to satisfy requests with the resources available in this Library, however, it may be necessary to provide referrals to more specialized libraries or reference networks. Supplementary reference service, interlibrary loan from CCS member libraries, and reciprocal library access will be made available to all patrons when appropriate. Interlibrary loans via OCLC are available to library cardholders only. Costs incurred by requesting materials or information from these sources will be passed on to the patron, with prior notification of the possible costs.

In the instance of questions for a class assignment where the intent is for the student to conduct research, interpret data and draw conclusions, library staff provides basic guidance in using library resources and instruction on research strategies. Interpretations of an assignment must be clarified between the student and the teacher. Library staff will not knowingly create or prepare any aspect of an assignment for a student or on a student's behalf.

### **Technology Instruction**

Library staff provides patrons with basic orientation to library hardware, digital resources available through the Library, and devices through which library content platforms can be accessed.

- Staff is available to assist users with basic hardware problems and answer simple questions regarding using library hardware and accessing digital resources.
- Children's library staff cannot assist users under the age of 13 with creating individual accounts or logins for non-library software and/or apps including but not limited to social media, social gaming, or email.
- Depending on staffing, children's library staff may be available to work individually with patrons and library-supplied technology. However, in general, library staff cannot provide individual in-depth computer or device training, technical assistance, or solve compatibility problems with patron-owned equipment. When further information or support is needed, staff will refer patrons to other resources.

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