



GLENCOE PUBLIC LIBRARY

READERS' ADVISORY POLICY

General

The goal of Readers' Advisory at the Glencoe Public Library (Library) is to match readers, listeners, and viewers to library materials in various formats.

Scope

Subject to the limitations described below, Readers' Advisory is available to all patrons during all hours of operation. Requests are treated impartially, confidentially, professionally, and without judgment. A qualified staff member will respond to each request whether submitted in-person, via phone, , email, or mail. Library staff facilitate access to the library collections of print, audio, video, and digital materials.

Patrons will be assisted as staffing and time allows. Professional and credentialed reviews, journals, and databases are used by library staff to make recommendations of materials. Library staff may also provide personal opinions or recommendations if appropriate.

Library staff responding to a Readers' Advisory inquiry may decline to engage in conversation of a personal nature.

Priority

When Readers' Advisory inquiries occur simultaneously, priority is given to in-person inquiries with second priority to telephone inquiries. If a telephone inquiry cannot be answered within a few minutes and patrons are waiting for help, the caller will be asked for contact information so a follow-up call can be made when time allows. Inquiries received via mail and email will be answered in a timely manner.

Adopted	March 19, 2019
Reviewed	
Revised	June 18, 2019, June 15, 2022; June 18, 2025