



GLENCOE PUBLIC LIBRARY

CHILDREN'S SERVICES POLICY

General

The goal of the Children's Services Department 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

Subject to the limitations described below, Children's Services are available to all patrons during all regular hours of operation.

Children's Services are available to all who utilize library materials for youth, including but not limited to children, their caregivers, and those working in support of youth. Services are provided with consideration for the age, ability, and developmental needs of individual users.

Library staff facilitates access to the library collections of print, audio, video, and digital materials. Patrons will be assisted as staffing and time allows. Requests are treated impartially, confidentially, professionally, and without judgment. A qualified staff member will respond 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 regard to residency, except as limited by vendor licensing requirements or library policies.

No personal opinions, advice, or recommendations will be offered with the exception of Reader's Advisory services.

Children's Services staff may decline to engage in 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 within a few minutes and other patrons are waiting for help, the patron will be asked for contact information so staff may follow up when time allows. Inquiries received via mail and email will be answered in a timely manner. If, in the judgment of the library staff member, the answer requires reading, evaluating, and/or comparing an extensive amount of information, the patron may be asked to come into the Library to review the materials.

Research

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

support requests from resident educators or Library educational cardholders by compiling bibliographies of local holdings on a subject.

Every effort will be 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 associated with requesting materials or information from these sources will be passed on to the patron, with prior notification of the possible costs.

Should a student request reference services in connection with a class assignment, library staff will provide basic guidance regarding library resources and research strategies but will not assist in interpreting or completing the assignment.

Technology Instruction

Library staff will provide patrons with basic orientation to library hardware and digital resources available through the Library as well as devices through which library content platforms can be accessed.

- Library staff will do their best to assist users with basic hardware problems and answer simple questions regarding use of library hardware and accessing digital resources.
- 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.
- Children’s Services staff may be available to work individually with patrons and library-supplied technology. However, library staff cannot typically provide individual in-depth computer or device training, technical assistance, or solve compatibility problems with patron-owned equipment. When further help is needed, staff will refer patrons to other resources.

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Reviewed	
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