



## GLENCOE PUBLIC LIBRARY

### REFERENCE SERVICES POLICY

#### **General**

The goal of reference services at the Glencoe Public Library (Library) is to provide patrons with accurate, timely, and objective information in response to their inquiries, and to provide assistance in their use of library resources.

#### **Scope**

Reference services are provided by qualified staff during all hours of operation. After-hours and specialized reference services are available to library cardholders through the Library's subscription to reference databases and eResource platforms.

All requests are treated impartially, confidentially, professionally, and without judgment. The Library responds to all reference requests whether submitted in-person, via phone, email, or mail. Reference services and access to the entire collection of print, audio, video, and digital resources are provided without regard to age or residency, except as limited by vendor licensing requirements.

Patrons will be assisted in the location and selection of sources and in their use as staffing and time allows. Reference questions are treated impartially; 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' Advisory services.

Library staff providing reference services may decline to engage in conversation of a personal nature.

#### **Priority**

When reference inquiries occur simultaneously, priority will be 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. If, in the judgment of the reference librarian, the answer requires reading, evaluating, and/or comparing an extensive amount of information, the caller will be asked to come into the Library to review the materials. This is particularly relevant to consumer information, medical and legal questions, and literature searches. Inquiries received via mail and email will be answered in a timely manner.

#### **Research**

Reference staffing is not sufficient 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 for educational use or on other subjects of general interest to the community.

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 incurred 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. Staff will do their best to assist users with basic hardware problems and answer simple questions regarding library hardware and digital resources. Depending on staffing, reference librarians 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 help is needed, staff will refer patrons to other resources.

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Reviewed	
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