



## **Information Services Policy**

### **Purpose**

Our library offers information services to connect people to educational, cultural and recreational resources. This policy guides library staff on how to provide information services and how to inform the public about this service.

### **Policy Overview:**

- We will answer your information requests promptly, accurately, efficiently, and courteously.
- We will provide service on an equal, nondiscriminatory, and nonjudgmental basis.
- We will ignore information requests that are meant only to waste a staff member's time, serve as jokes, or are otherwise illegitimate.
- We will treat transactions between patrons and staff members as confidential.

### **Types of Assistance Provided:**

- Quick Reference  
Staff answers simple informational questions using the library's resources
- Locating Materials  
Staff assists patrons in using the library's online public catalog to locate material in our library or elsewhere, and place it on reserve if necessary.

- Readers' Advisory  
Staff suggests books to readers matched to their reading preferences.
- Research and Homework Help  
Staff assists patrons use library resources and performs limited research to answer their questions.
- Downloading  
Staff helps patrons download e-resources to which the library subscribes.

**Type of Assistance not provided because such requests move beyond the scope of the library's service responsibilities:**

- Interpretations, advice, or personal recommendations in any area other than the use of library resources. This includes, but is not limited to, legal, medical, or tax advice.
- Critiquing or editing patron documents, including resumes
- Assisting patrons in completing online forms including purchases.
- Extensive research projects

**Tech Help:**

- Staff provides general assistance to patrons who use the library's computers and printer services. We assume that patrons understand computer basics such as using a mouse and navigating the internet.
- Troubleshooting hardware problems, running virus scans, installing software, etc. on patrons' computers are beyond the scope of the library's tech help.

Approved by Board of Library Trustees June 15, 2022