



WESTMONT PUBLIC LIBRARY

428 N Cass Ave, Westmont, IL 60559

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westmontlibrary.org

Providing the community with the keys to lifelong learning.

Reference Service Policy

Purpose

The Westmont Public Library is committed to providing the highest quality of reference service in a timely manner for the entire community. The purpose of this Policy is to assure the quality and consistency of reference service by providing guidelines and scope of service.

Guidelines

Reference services and access to reference resources are provided to patrons of all ages. Staff who meet training and/or experience requirements work at the 1st and 2nd floor Service (Reference) Desks during all hours that the library is open. Reference staff will conduct reference interviews to determine the reference/research needs of the library user.

Staff respond to all requests for information, whether submitted in person, by telephone, e-mail, or other form of communication. All requests are handled with impartiality and confidentiality with no distinction made about the purposes of the inquiry. The library is not liable for how patrons choose to use the information acquired from staff members.

Staff assist patrons until questions are answered to the best of their ability, or until patrons are referred to another agency for completion. When necessary, staff may temporarily limit the time spent with one patron. Patrons with in-depth questions are encouraged to schedule a book-a-librarian session for up to one hour of individualized service when staff are available. Priority for this service will be given to Westmont residents.

Staff help patrons with basic computer operations and applications and refer patrons to appropriate books, online tutorials, or classes for further assistance. When assisting with computer resources, staff will not enter personal information for patrons.

Search Scope

Reference librarians utilize various resources when conducting searches for patrons. Depending on availability, staff utilize print materials, online databases, and authoritative websites. Staff cannot endorse specific products or offer recommendations, nor can they offer advice on business, legal, tax, or medical inquiries, or appraisals.

Accuracy

Every attempt is made to provide accurate answers to all questions. When possible, staff will refer patrons to authoritative, reputable sources, and offer supporting documentation or information upon further inquiry. Patrons have a right to be informed of the sources used to answer their questions.

Fees

Reference services are provided for free. Occasionally fees may apply such as the cost for printing or photocopying,

faxing, and fees assessed by a database or other agency. Patrons will be informed of any fees and associated costs prior to completing a request.