PUBLIC NOTICE

The Westmont Public Library will hold its Bylaws and Policy Committee meeting of the Board of Trustees on Tuesday, April 21, 2015 at 6:00 P.M. at the Westmont Public Library, 428 North Cass Avenue, Westmont, Illinois 60559

Agenda

(1) Call to Order

(2) Roll Call

(3) Pledge of Allegiance

(4) Approval of the minutes of the Policy and Bylaws Committee meeting: January 20, 2015

(5) Open Forum

(6) New Business

a. Review and recommend the Bylaws of the Westmont Public Library Board of Trustees
b. Review and recommend the Borrower Registration Policy
c. Review and recommend the Interlibrary Loan Service Policy
d. Review and recommend the Reference Service Policy

(7) Adjournment

Note: Any person who has a disability requiring a reasonable accommodation to participate in the meeting should contact Ms. Julia Coen, Library Director, 9:00 A.M. to 5:00 P.M. Monday through Friday, Westmont Public Library, Westmont, Illinois, 60559; Telephone (630) 969-5625 x 221 or email jcoen@westmontlibrary.org, within a reasonable time before the meeting.

All interested persons in attendance will be allowed to express their views in accordance with policy.
BY-LAWS & POLICY COMMITTEE MEETING
JANUARY 20, 2015

MINUTES

The By-Laws & Policy Committee Meeting was called to order at 6:05 p.m. by Committee Chair, Jason Fichtel, on Tuesday, January 20, 2015 at the Westmont Public Library.

Roll Call:
Present: Committee Chair Jason Fichtel and committee member Elaine Carmichael
Also present: Director Julia Coen, Assistant Director K. Buckson, Administrative Assistant Theresa Barry and Trustee John Martens
Absent: Trustee Megan Stern

Pledge of Allegiance:

Carmichael moved to approve the minutes from October 14, 2014, Fichtel seconded. All in favor.

Open Forum:

Public: Nothing

Trustees: Nothing

New Business:

Review and recommend FOIA Policy:

Coen shared a document outlining our policy for staff, patrons and the general public which made things much more clear and concise.

(Trustee Amy Porter arrived at 6:11 p.m.)

Coen and Buckson explained that the committee should decide whether or not an Officer of the Law should sign a written request to FOIA a patron’s record and whether or not the request was in compliance of the law.
Review and recommend Confidentiality of Patron Records Policy:

No major changes to that policy.

Review and recommend the striking of the Sensitive and Non-Public Information Policy:

Coen explained that she and Buckson could not find anything in that policy that wasn’t covered in other policies. Committee agreed to recommend the striking of the Sensitive and Non-Public Information Policy.

Coen proposed that the Finance Committee meet at the end of February or early March to look at a draft budget prior to the board meeting on March 24 when the Levy and the decision on whether or not to abate would be discussed.

Interlibrary Loan Service Policy, Reference Service Policy, Investment of Public Funds Policy and Rules for Electronic Attendance at Board Meetings Policy would be re-visited in April.

Carmichael moved to adjourn at 6:28 p.m., Fichtel seconded. All in favor.

Respectfully submitted,

[Signature]

Jason Fichtel
Secretary
Westmont Public Library Board of Trustees
NEW BUSINESS

Review and recommend the Bylaws of the Westmont Public Library Board of Trustees
Attached is the proposed revision of the Bylaws. The proposed revisions are within the same document as the current Bylaws so you can clearly see all the proposed changes. Text in red italics is proposed additions and text with a strikethrough is proposed deletions. To note:
- The only component we are legally required to provide within the Bylaws is the length of term for the officers. We have that covered under the “Officers” section.
- I have recommended our committees consist of four trustees to avoid any Open Meetings Act conflicts. With three person committees, two trustees represent a majority of quorum and would therefore violate OMA if they discussed any committee business outside of an open meeting.
- The Policy Committee will discuss these proposed changes and make a recommendation to the board on April 21. The board will vote on proposed changes at the May board meeting since, according to Bylaws, notice of amendments must be provided at the last preceding regular meeting.

Review and recommend the Borrower Registration Policy
Attached is the current Borrower Registration Policy and a draft of the proposed revision. Our goal with the revision is to define the different types of library cards and set clear guidelines to ensure access to collections and services for all taxpayers. The majority of content that was cut was procedural.

Review and recommend the Interlibrary Loan Service Policy
Attached is the current Interlibrary Loan Service Policy and a draft of the proposed revision. The revision is a drastic change in format to the current Policy but does not change the current services provided via interlibrary loan.

Review and recommend the Reference Service Policy
Attached is the current Reference Service Policy and a draft of the proposed revision. The proposed changes are to format and not the reference service model or scope of service.

Review and recommend the next policy revision assignment for July 2015
I recommend that the Policy and Bylaws Committee review the Rules for Electronic Attendance at Board Meetings, Investment of Public Funds (after Finance Committee review), and Identity Protection Policy.
Bylaws of the Westmont Public Library

These are supplementary to the provisions of the statutes of the State of Illinois as they relate to the procedures of the Boards of Library Trustees.

Name
The name shall be Westmont Public Library.

Board of Trustees
The Board of Trustees shall consist of seven (7) trustees to be elected in accordance with the Statutes of the State of Illinois.

Role of the Board of Trustees
The responsibility of the Library Board of Trustees is to develop the mission of the library and appropriate strategic goals for service; to seek and authorize adequate funding to achieve the goals of the library; to adopt written policies to govern the operation of the library; to be aware of issues in library service and legislation affecting libraries; to communicate actively with local government and the general public; and to employ a competent and qualified Library Director.

Role of the Library Director
The Library Director, as the sole employee of the Board of Trustees, shall administer the policies adopted by the Board and expend funds within established guidelines. Among duties and responsibilities of the Library Director shall be that of hiring personnel, directing, supervising, and disciplining of all staff members, monthly and annual reports as required by the Board, and recommending such policy and procedures as will promote the efficiency and service of the library.

Quorum
A quorum for the transaction of business shall consist of four (4) members of the Board.

Fiscal Year
The fiscal year of the library shall be the same as the fiscal year of the Village of Westmont (May 1st – April 30th).

Parliamentary Procedure
The latest version of Robert’s Rules of Order shall govern the parliamentary procedure of the Board, unless otherwise specified in the Bylaws.

Meetings
The regular meeting of the Board of Library Trustees of the Westmont Public Library shall be on the third Tuesday of each month at 7pm or at such time and place as determined with respect to any particular meeting by majority vote of the Board. At the beginning of each fiscal year, the board shall specify regular meeting dates and times. The Library Director shall post the schedule of meetings in the library and on the website. Both notices shall have the dates, times, and places of such meetings. The meeting shall be at the library at 7:00pm. All meetings shall be held in accordance with the Illinois Open Meetings Act [5 ILCS 120].
Order of Business
The order of Business at the regular meetings shall be as follows:
1. Call to Order
2. Roll Call
3. Pledge of Allegiance
4. Consent Agenda (Minutes, Communications, Committee Reports, Librarian's Director's Report)
5. Open Forum (opportunity for public to speak)
6. Additions and Deletions
7. Treasurer’s Report
8. Bills and Salaries
9. Unfinished Business
10. New Business
11. Executive Session
12. Adjournment

Special Meetings
Special meetings shall be held at any time when called by the president or secretary or by any three trustees of the board, provided that notice with the agenda of the special meeting is posted at least 48 hours in advance, except in the case of a bona fide emergency. Notice will be given in accordance with the Open Meetings Act. No business except that stated in the notice and agenda shall be transacted. Notice and agenda shall be posted no less than 48 hours in advance on the front door of the library except in the case of a bona fide emergency.

Closed Executive Sessions
All regular and special meetings of the board and its committees shall be open to the public and to the press, except closed executive sessions as authorized by the statutes of the State of Illinois Open Meetings Act. At any Board meeting for which proper notice under the Open Meetings Act has been given, the Board may decide to hold a closed session for any purpose(s) authorized by Section 42 of the Open Meetings Act. The closed session must be approved in open meeting by a majority vote and the purpose of the closed executive session recorded in the minutes of the open meeting. Only topics specified in the vote to close may be considered in the closed executive session. No final action may be taken at closed in executive session. All proceedings of an closed executive session shall be kept in strict confidence by all those in attendance.

Annual Meeting
The annual meeting of the Board of Trustees shall be the first regular meeting held in the fiscal year of the library. At this meeting the officers, committees, and annual meeting dates shall be approved.

- New officers: President, Vice President, Secretary, and Treasurer, shall be elected.
- Annual reports of the Library Director and Trustees shall be presented for approval. The reports shall include a resume of the year's work with a detailed account of the receipts and expenditures. A copy of this report shall be forwarded to the Illinois State Library in accordance with the law.

Officers
All officers are elected by majority vote of the Board for a term of one year.
All officers of the Board are elected yearly and shall be chosen at the regular annual meeting, and shall be as follows: President, Vice President, Secretary, and Treasurer.

President
The President shall preside at all board meetings, appoint all standing and special committees, serve as ex-officio member of all committees, has the authority to countersign all checks approved by the Board, and perform all
other such duties as may be assigned by the Board. The President shall be the only spokesperson for the Board of Library Trustees in all advisory or disciplinary action directed to the Library Director.

**Vice President**  
The Vice President, in the absence of the President, shall assume all duties of the President.

**Secretary**  
The Secretary shall keep all minutes of all Board meetings, record attendance, and record votes. The normal depository of all minutes shall be the library. The Secretary shall perform all other clerical duties as may be assigned by the Board.

**Treasurer**  
The Treasurer is authorized by the Board to sign checks, shall exercise general authority over the funds of the library, shall serve on the finance committee, has the authority to countersign all checks approved by the Board, and shall draw up checks. The Treasurer shall keep all financial records of the Board. The normal depository of all financial records shall be the library. The Treasurer shall have charge of the library funds and income, sign all checks on the authorization of the Board, and report at each meeting the state of the funds. In the absence of the Treasurer or when he or she is unable to serve, the President or Vice President may perform the duties of the Treasurer. The Treasurer shall be bonded in the amount to be approved by the Board. and according to statute requirements.

**Committees**  
There shall be two standing committees of the Board of Trustees, selected by the Board as follows:

**Finance Committee**  
The Finance Committee shall be comprised of two members of the Library Board of Trustees (including the Treasurer) and the Library Director. The Finance Committee’s responsibilities include, but are not limited to, drafting a preliminary Budget or Budget and Appropriations Ordinance for full Board approval, drafting a Levy for full Board approval, drafting a working budget for full Board approval, monitoring library investments, and implementing the library's investment policy.

**Policy Committee**  
The Policy Committee shall be comprised of three members of the Library Board of Library Trustees and the Library Director. The primary responsibility of the Policy Committee is to develop the library policies. The committee shall determine the library regulations governing the use of the Library and review sections of existing policy in a systematic fashion to ensure that all policies are reviewed at an interval not to exceed three years. As a result of such policy reviews, the Policy Committee will make recommendations regarding additions or changes to existing policy as well as deleting policies which are no longer appropriate or of value. All library policies must be approved by Board vote and made readily available to the public.

**Special Committees**  
Special committees for the study and investigation of special problems may be appointed by the President, such committees to serve until the completion of the work for which they appointed.

**Amendments**  
These Bylaws may be amended (by a majority vote) at any regular meeting of the Board at which a quorum is present, provided notice of the proposed amendment and language thereof, has been given at the last preceding regular meeting.
Westmont Public Library

Borrower Registration Policy

Illinois State Law 75 ICLS 5/1-3 requires that the Library shall be for the use of residents and taxpayers of the [village] and permits the Board to establish such reasonable rules and regulations to render the use of the library to the greatest number of residents and taxpayers.

The issuance of a library card, which requires proof of residency and/ or property ownership, is a means of ensuring the library is first and foremost for the use of its residents and taxpayers.

The Westmont Public Library has entered into a number of intergovernmental agreements which enable residents and taxpayers to use the collections of other public libraries while at the same time permitting card holders at other public libraries to use the collections of the Westmont Public Library.

The person applying for the card accepts responsibility for all library items borrowed with the library card and may be obliged to reimburse the library for any or all lost or damaged items, or for fines or fees incurred on the card. Patrons who authorize other users, or share their cards with others, will still be held responsible for all items checked out using their card.

The Westmont Public Library will not issue cards or provide service to patrons who are known to have overdue obligations in the form of unpaid fines or overdue/lost/damaged materials at another library. At the time of registration for library privileges, the applicant will be asked to provide the following information: name, address, telephone number, identification number (usually a driver’s license number) and birth date. Children under the age of 18 must have a parent or legal guardian sign the application form.

Types of Cards

Westmont Residents
To receive and maintain a borrower’s card, residents of Westmont need to present proof of identity and residency within the WPL service area (Village of Westmont boundaries). An Illinois Driver’s License or an Illinois State Identification Card with a currently valid Westmont address will suffice in most cases.

If the above identification is not available then a photo identification AND a recently dated piece of official mail with the applicant’s current address must be provided.

Acceptable picture identification includes but is not limited to:
- Driver’s License
- State Identification Card
- Student or Faculty Identification Card
- Passport
- Illinois Public Aid Identification Card

As proof of the applicant’s current address, one of the following will be acceptable:
- Instructional Driver’s Permit – currently valid
- Lease or Housing Agreement – currently valid
- Utility Bill (Telephone, Gas, Electric, Water or Cable) – no more than sixty days old
- Credit Card Statement – no more than sixty days old
- Bank Statement – no more than sixty days old
- Current Term’s Class Schedule
Live-in employees may confirm their local address by means of a letter from the employers indicating that the employees reside in the household.

Library cards will be valid for three years or until the patron no longer owns or rents property in the Village.

**Non-resident Taxpayers**

Library cards are available without charge to persons who pay Westmont village property taxes, but do not reside within the village boundaries. Such cards will be issued to non-residents who as an individual or as a partner, principal stockholder, or other joint owner owns taxable property or is a senior administrative officer of a firm, business, or other corporation owning taxable property in Westmont. Only one such card will be issued for each parcel of property. Applicants should present their current tax bill and acceptable identification as described above. Such cards will be valid for one year.

**Non-resident Non-taxpayer Library Cards**

Non-residents who live near, but not within the Westmont Public Library jurisdictional boundaries nor within the boundaries of any other public library, may purchase library cards by paying a fee based on their property tax assessment multiplied by the tax rate paid by property owners within the jurisdictional boundaries. Non-resident cards entitles the entire household to use the Westmont Public Library and to participate in Library System services, including reciprocal borrowing at Illinois libraries that participate in the reciprocal borrowing program. The applicant for a non-resident card must meet the same identification requirements as a resident of Westmont. The card will be valid for one year.

The Westmont Public Library abides by all laws, rules and regulations issued by the State of Illinois with regards to the issuing of non-resident cards.

**Westmont Business Cards**

Persons who operate a business within the boundaries of the Village of Westmont and pay rent to a Westmont property owner are entitled to a business library card. Only one such card will be issued for each business. Applicants should present their lease, or Westmont business license, and acceptable personal identification as described above. Such cards will be valid for one year.

**Reciprocal Borrowers**

The Westmont Public Library will honor any currently valid library card in good standing, from a Reaching Across Illinois Library System (RAILS) library or from any library having reciprocal borrowing agreements with RAILS or with the Westmont Public Library.

If the library card is not from a SWAN library, the borrower must present valid identification as stated above, in addition to presenting a currently valid library card. Such registration will be valid for the lesser of a three-year period or the expiration of the reciprocal borrower’s card at their home library.

**Renewals**

The Westmont Public Library looks upon the renewal of a library card as an opportunity to confirm that the cardholder is still entitled to a library card and that the library’s registration records contain current and accurate information on the borrower. All applicants for the renewal of a library card will be required to meet the same identification requirements as a new applicant, as described in the applicable section.

Minors may renew their own cards, provided they meet the same identification requirements as a new applicant. Minors may not change parental limitations.

Outstanding fines owed to WPL and/or other libraries must not exceed $5.00 at the time of renewal.
Change of Address
All registered patrons of the Westmont Public Library, whether Westmont residents or registered reciprocal borrowers, are required to inform the Westmont Public Library of any change of address. If at any time mail sent to a patron by the Westmont Public Library is returned, or if the Library learns by other means that the address on file is no longer accurate, the patron’s library card will automatically be stopped. The patron will need to re-register, meeting the requirements stated above.

Forgotten Library Cards
It is the patron’s responsibility to bring his/her library card or adequate ID. Should a patron forget his/her library card she/he may present a photo ID confirming the name on the library card entered in the circulation database. Minors who do not have a photo ID will need a family member, who has a library card, present to vouch for them.

Replacement Library Cards
Damaged, destroyed, lost or stolen library cards will be replaced for a fee established in the Fine & Fee Schedule.

Patrons are encouraged to report lost or stolen cards as soon as possible because patrons remain responsible for all items checked out on their library cards.

Ownership of Library Cards
All cards issued by the Westmont Public Library remain the property of the Westmont Public Library and may be repossessed by the Library for the violation of library policies and rules.

Appeals
Anyone who believes that he/she has been unfairly denied a library card may appeal to the Library Board. Notice of an appeal should be made in writing to the Library Director who will inform the appellant of the date of the meeting at which the appeal will be heard.

Adopted by the Board of Trustees of the Westmont Public Library this June 19, 2012
Borrower Registration Policy

Purpose
All residents and organizations who pay property taxes to the Westmont Public Library are entitled to a free library card. The purpose of this policy is to identify the different types of library cards and ensure access to all taxpaying residents and organizations. The Westmont Public Library abides by all laws, rules and regulations issued by the State of Illinois with regards to the issuing of library cards.

Guidelines
The person applying for the card accepts responsibility for all items borrowed with the library card and may be obliged to reimburse the library for lost or damaged items, or for fines or fees incurred on the card. Patrons who authorize other users, or share their cards with others, will still be held responsible for all items checked out using their card. Lost, stolen, or suspected unauthorized use should be reported immediately. The library will not issue cards to patrons with unpaid fines or overdue/lost/damaged materials at another library.

At the time of registration for library privileges, the applicant will be asked to provide the following information: name, address, telephone number and/or email address, and birth date. Children under the age of 18 must have a parent or legal guardian sign the application for a library card and agree to accept financial responsibility for all materials borrowed on the minor's card.

Types of Cards

Westmont Residents
To receive and maintain a borrower's card, residents of Westmont must present proof of residency within the Village of Westmont boundaries. An Illinois Driver's License or an Illinois State Identification Card with a valid Westmont address will suffice in most cases. If the above identification is not available, then a recently dated piece of official mail with the applicant's current address must be presented. Library cards will be valid for three years or until the patron no longer owns or rents property in Westmont.

Non-Residents
For a fee, a non-resident library card will be issued with full privileges for a household in unincorporated areas where Westmont Public Library is the closest public library. The fee for a library card for a non-resident household is based on the tax bill method which uses the same multiplier as tax paying residents. Non-resident renters will be assessed 15% of one month's rent and must present a copy of their lease to obtain a card. Applicants should present their current tax bill and acceptable identification as described above. Such cards will be valid for one year.

Temporary Residents
Temporary residents may obtain a free library card with a shortened renewal period. Identification and proof of address in Westmont are required. In most cases, a lease agreement or hotel bill are considered acceptable proof of residence.

Westmont Businesses and Non-Resident Taxpayers
Persons who operate a business within the boundaries of the Village of Westmont and pay rent to a Westmont property owner are entitled to a business library card. Applicants should present their lease or proof of ownership
in Westmont boundaries. Such cards will be valid for three years or until the business or non-resident taxpayer no longer pays taxes to the library.

Reciprocal Borrowers
The Westmont Public Library will honor any current library card in good standing, from a Reaching Across Illinois Library System (RAILS) library or from any public library having reciprocal borrowing agreements with RAILS or with the Westmont Public Library. If the library card is not from a SWAN library, the borrower must present a current and valid card from his/her home library. Registration will be valid until the expiration of the reciprocal borrower's card at his/her home library.
Westmont Public Library

Interlibrary Loan Service Policy

An interlibrary loan is a transaction in which library material, or a copy of the material, is made available by one library to another upon request.

Interlibrary Loan is a service provided to obtain library materials that are not available locally. Books, audiovisual material (cd, dvd, electronic games, etc.) and photocopies of non-circulating materials may be requested through interlibrary loan.

1. Interlibrary Borrowing (Westmont Public Library’s Responsibilities as a Borrower): This service is offered to Westmont Public Library cardholders. Non-Westmont Public Library cardholders will be referred to their home library for interlibrary loan service.
   a. Materials which may be borrowed or photocopied:
      i. A loan or copy of material may be requested from another library, although the lending library will decide whether or not a specific item can be provided.
      ii. Photocopies of missing pages may be requested from other libraries.
   b. Westmont Public Library cardholders may request materials in-person, via telephone, email or Internet access to the library’s online catalog SWAN (System Wide Automated Network). Requests will be filled from the Westmont collection or through interlibrary loan form a SWAN consortium library.
   c. If no copies are available within SWAN or Metropolitan Library System (MLS) an attempt will be made to fill the request from within the state of Illinois. If the item is not available within the state, an attempt will be made to fill the request from out-of-state.
      i. Fees incurred by requests will be passed on to the patron.
      ii. Patrons will be informed of costs prior to placing the request with supplier.
   d. The Library reserves the right to limit the number of interlibrary loan requests placed on behalf of a patron, when excessive requests interfere with equitable use of the librarian’s time.
   e. Westmont Public Library will abide by all MLS and state of Illinois policies and regulations governing Interlibrary Loan Services.
   f. Patron Responsibilities as Borrower
      i. Requests for renewal may be made unless “no renewals” are specified by the lending library at the time of the loan or the item is no more than three days overdue. The lending library sets the number of renewals permitted per item.
      ii. Borrower is responsible for all overdue fines, borrowing fees and shipping fees incurred by the library.
      iii. Interlibrary loan items supplied through the Westmont Public Library must be returned to Westmont.
      iv. The patron is responsible for returning loans promptly; for safety of materials and packaging; and, for all costs of repair or replacement in accordance with the policy of the lending library.
      v. The patron is responsible for ILL fees charged by the lending library or MLS. These may include charges for photocopies, census microfilm and books loaned by charging libraries. If no copies are available in Illinois, the patron is responsible for the out-of-state fee.
vi. Patron disregard of the provisions of this policy is sufficient cause for suspension of ILL borrowing privileges.

2. Westmont Public Library’s Responsibilities as an ILL Lender.
   a. Westmont Public Library will initiate processing of requests within one working day and complete the transaction within three working days of receipt.
   b. Westmont Public Library will notify the requesting library within one working day of receipt, if material is not being sent.
   c. Westmont Public Library will loan all materials to other libraries except reference and school assignment items.
   d. Westmont Public Library reserves the right to decide whether or not a particular item will be provided.
   e. Westmont Public Library will fax up to ten (10) pages in response to a library’s request.
   f. Westmont Public Library is not responsible for the quality of copy provided, or the condition of the material that is requested.
   g. Westmont Public Library will abide by all MLS and state of Illinois policies and regulations governing interlibrary loan services.
   h. Westmont Public Library will invoice for ILL service to those libraries not providing the same service at no cost to Westmont patrons.

Adopted by the Board of Trustees of the Westmont Public Library

16th day of February 2009
Interlibrary Loan Service Policy

Purpose
Interlibrary loan provides Westmont library cardholders access to additional materials that are not available in our library. In addition, it makes our material available to patrons from other lending libraries. The purpose of this Policy is to set the parameters for borrowing and lending through interlibrary loan.

Guidelines
Interlibrary loan is a supplement, not a substitute for the library’s collections. The library will exhaust local resources first through our shared catalog before requesting out-of-system interlibrary loan items. All requests for interlibrary loans should be placed with the Adult Services department. Selection staff may consider adding items to the library’s collection that are frequently requested by Westmont patrons or as it pertains to the Collection Development Policy.

Borrowing
Materials will be requested through interlibrary loan when no local copies are available either at Westmont or through the SWAN consortium. These out-of-system loans follow all circulation rules as determined by the lending library including loan period, renewals, and delivery date. Due to the nature of out-of-system lending, the library is unable to accommodate rush or urgent requests and may limit the number of interlibrary loan requests placed on behalf of a patron. For out-of-state loans, the borrower is responsible for borrowing fees incurred by the library. Before any out-of-state request is placed, the borrower will have the opportunity to accept or decline such a request.

Lending
The interlibrary loan associate will process requests as quickly as possible and complete the transaction within three working days of receipt. Requesting libraries will be notified as soon as practicable when a requested item cannot be sent. The Westmont Public Library will loan all materials to other libraries except reference books and special collection items (for example: iPads, laptops, etc.). No fees are charged to other libraries for loaning items, but lost and damaged materials will be charged to the library that requested the loan.
Westmont Public Library

Reference Service Policy

Assisting the public with their reference needs is one of the most important functions of the Westmont Public Library. The Library has developed the following policy to ensure the highest possible quality of reference service within the limits of available resources.

1. Availability of Service
   Reference services and access to the entire reference collection are provided to patrons of all ages. Reference service is provided to non-residents, but if the information is not available at Westmont, the patron will be referred to his local library or advised to purchase a non-resident card.

2. Staffing
   Trained staff provides reference service all hours the library is open. A professional librarian, or other staff member who meets the training requirements of Metropolitan Library System Minimum Reference Standards, works at the 1st and 2nd floor Help (Reference) desks.

3. Services
   The staff responds to all requests for information, whether submitted in person, by telephone, e-mail, other electronic communications, facsimile, or letter. All requests are handled with impartiality and confidentiality.

   The library is not liable for any damages incurred as the result of using information provided by library staff or resources.

   When assisting a patron, the librarian or staff member devotes full attention to that patron's question until it is either answered or it is determined by the librarian or staff member that additional research needs to be done at a later time. At very busy times the librarian or staff member may temporarily limit the time spent with one patron; but every attempt will be made to complete the question at a later time. If research is to be done later, the patron will be notified of results in an appropriate manner.

   All requests for information will be answered, referral initiated, or work continued within two (2) full working days (Monday through Friday) of the request being submitted. Status reports will be provided in appropriate if the request takes longer than 48 hours to answer. Staff decides when all reasonable sources have been exhausted. Every effort will be made to notify patron of notice or status. Materials set aside in answer to a question will be held for five days. If no response received from the patron in one month, the library will consider the question closed.

3a. Request Priorities
   The patron who comes into the library for service takes priority over the patron who telephones, followed by instant messages and e-mail requests and then mail written requests. At times of heavy in-library use, the telephone patron's number will be taken and his call returned as soon as possible. Electronic queries may also be delayed. The librarian may determine that an answer is too complex or subjective in nature to be accurately given over the phone and may arrange for an alternative method to convey the information. The number of questions answered over the phone or electronically for one patron may be limited by time available.

3b. Circulation
   At the librarian's discretion, which may include consultation with senior staff, Westmont Public Library cardholders may check out reference materials for return on the next business day. Reference materials incur a fine per hour for each hour over due, as established in the Fine & Fee schedule. Lost or damaged reference materials are subject to costs and fees.

3c. Special Services
   Sometimes there are fees for services requested from another agency. The costs will be passed on to the patron. Whenever there are fees, the patron will be informed prior to the forwarding of the request if
the library is aware of costs prior to submitting the request. These may include specifically requested computer database searches resulting in online searching charges from another agency, photocopy charges from a supplier, or interlibrary charges from a loaning library or SLS.

3d. Fax requests
Westmont Public Library will fax responses to reference requests submitted by Westmont cardholders. Non-Westmont cardholders will be notified to contact their home library.
Westmont Public Library will fax up to ten (10) pages in response to a Westmont cardholder's request. Westmont Public Library is not responsible for the quality of copy provided.

3e. Special Inquiries
Special inquiries will be treated in the following way:
- Appraisals - patrons will be directed to probable sources of information.
- Business, legal, tax and medical inquiries - staff will provide information but not interpretation.
- Personal recommendations - staff will not recommend a product or service with the library's endorsement.

3f. Electronic Information Services and Networks
Electronic sources make accessible a world of information. Access to these sources is available in accordance with the library's mission and Electronic Information Network Policy. Due to the vast resources of electronic information, librarians are familiar with some but not all available resources.

4. Online Searching Policy
Online reference searches are meant to complement reference resources available in other formats. The Westmont Public Library does not provide on-site fee-based searches.

5. Internet Searching Policy
Staff will search the Internet either at the request of a patron or as an additional source when answering a reference question in compliance with this policy and other library policies.

6. Printing Charges
When either the patron or a librarian has used an electronic resource, the patron is assessed a fee for each page printed. In the case of the librarian printing pages in answer to a patron's question, the patron will be informed of the probable printing costs prior to the pages being printed. At the discretion of the librarian, the librarian may print a limited number of pages at no charge in response to a reference question.

7. Evaluation and Review of Reference Services Policy
Reference and information services are evaluated annually. The Reference Service Policy is reviewed bi-annually by staff, administration, and board of trustees.

Reference Service Policy

Purpose
One of the fundamental roles of a public library is to provide reference service to its residents. The Westmont Public Library is committed to providing the highest quality of reference service for the entire community. Staff seek to provide accurate information in a timely manner in response to all informational requests. 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 the entire reference collection are provided to patrons of all ages. Trained staff provides reference service all hours the library is open. A professional librarian, or other staff member who meets training and/or experience requirements, works at the 1st and 2nd floor Service (Reference) Desks. Reference staff will conduct expert reference interviews to determine the reference/research needs of the library user and provide professional reference service all times.

The staff responds 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 our ability or referred to another staff member or agency for completion. When necessary, the librarian or staff member may temporarily limit the time spent with one patron. Patrons with in-depth questions are encouraged to take advantage of the scheduled book-a-librarian service for up to one hour when staff are available.

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 might 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, 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 but occasionally fees are requested to help cover the cost of a search. Fees may include printing or photocopying, faxing, and fees assessed by a database or other agency. Patrons will be informed of fees and associated costs prior to completing a request.
INDEX OF POLICIES

By-Laws and Board Meeting Policies
- By-Laws 11/20/2012
- Public Comment Policy 10/21/2014
- Rules for Electronic Attendance at Board Meetings 10/14/2008

Administration
- FOIA Policy 1/20/2015

Facility
- Library Use and Conduct Policy 1/21/2014
- Exhibits and Displays Policy 2/19/2013
- Meeting Room Use Policy 4/15/2014

Finance
- Annual Ordinance Authorizing Public Library Non-Resident Cards 4/15/2014
- Capital Assets Policy 2/18/2014
- Fund Balance Policy 7/15/2014
- Investment of Public Funds 10/14/2008
- Purchasing Policy 5/20/2013
- Schedule of Fines and Fees 12/16/2014

Personnel
- Ethics Act Policy 4/15/2014
- Identity Protection Policy 4/19/2011
- Volunteer Policy 10/21/2014
- Personnel Handbook 10/21/2014

Service
- Borrower Registration Policy 6/19/2012
- Collection Development Policy 1/21/2014
- Confidentiality of Patron Records Policy 1/20/2015
- Interlibrary Loan Service Policy 2/16/2009
- Public Use of the Internet Policy 10/21/2014
- Reference Service Policy 1/16/2009
- Social Media Policy 3/19/2013