

11.0 Reference and Public Services Policy

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11.1 General Guidelines

The Reference and Public Services Policy provides guidelines for all staff who answer questions regardless of their department. Staff shall:

- A. Follow the principles and values of the Code of Ethics of the American Library Association and those listed in Appendix 11.13.1 Ethical Responsibility in Relation to Medical, Legal, Consumer, Appraisal, Investment and Tax Questions.
- B. Provide assistance with reference, readers advisory and other public services questions from patrons of any age during all hours the Library is open.
- C. Select the best sources from print and non-print resources and provide the source of the answer to a question, as well as the answer.
- D. Approach patrons to offer assistance and ask questions to determine the scope of the information requested. Avoid judgmental wording and maintain confidentiality.
- E. Provide answers to questions in the following order of priority: in person, telephone calls, faxed correspondence and written or e-correspondence (sent to library@southhollandlibrary.org). Contest questions are answered as any other question without any special priority. Persons with lengthy telephone requests are encouraged to write, email or come to the Library for assistance.
- F. Answer patron requests immediately if the answer or material is located within 10 minutes. Requests requiring more than 10 minutes may be researched at a later time and the patron notified when the answer is available. If copies are requested, the patron is informed of the fee prior to staff making the copies. Patrons are called when their requested items are ready to be picked up. Due to privacy restrictions, messages left should not contain the title or the topic of the materials.
- G. Provide copies of state and federal income tax forms and instructions when possible and retain reference copies for copying or use in the library.
- H. Keep daily statistics to aid in evaluation of reference and public services provided.
- I. Retain correspondence in accordance with the Village's Records Management Policy.
- J. Be familiar with the library's holdings. Staff providing reference services are encouraged to participate in selection of materials, evaluation of the collection and weeding.

11.2 Business Center Services

The South Holland Public Library provides access to and instruction in the use of computers, copier, scanner and fax machine and basic supplies to help patrons with their business needs. Patrons must have cash to pay for the services that require payment.

For more information see: 7.0 Computer Policy, 7.5 Printing, Copying, Scanning and Faxing.

11.3 Services to the Hearing and Speech Impaired

The South Holland Public Library recognizes its obligation to provide equal access to information to all patrons. The following services are available to hearing and speech impaired patrons:

- A. Staff may make local phone calls for a hearing or speech impaired person and may then communicate the information to the patron in writing.
- B. Staff provides the following information to a patron who wishes to make a phone call without staff assistance:

The Illinois Relay Center (AT&T) makes it possible for hearing and/or speech impaired telephone customers to call persons or businesses without TDD's anywhere in Illinois 24 hours a day, 7 days a week. All calls are confidential and billed at regular telephone rates. To use this service, dial: 1-800-526-0844 TDD or 1-800-526 0857 Voice
711 is the Universal relay number in all 50 states.

11.4 Computer Access /Internet Search Assistance

Refer to 7.0 Computer Policy for the Library's policy on computer use, including 7.4 Usage Guidelines and Staff Assistance.

11.5 Reserve and Interlibrary Loan Requests

Staff may help patrons with library cards in good standing to reserve items or make interlibrary loan or copy requests. The South Holland Public Library reserves the right to withhold items from Interlibrary Loan to other libraries. Interlibrary loan requests for items owned by the Library less than six months are routinely denied. Staff shall:

- A. Refer to 9.0 Circulation Policy, 9.4 Borrowing Library Materials.
- B. Provide Reserve and Interlibrary loan services through SWAN and other Illinois library systems to South Holland card holders. Requests for out-of-state materials are \$10 per item, plus any fees added by the lending library. Non-resident patrons requiring materials not available in the SWAN system are referred to their home libraries.
- C. Initiate a rush loan request for materials for patrons with a cut-off date of 5 business days or less.
- D. Request articles from libraries owning the magazine when it is not available at our library or using our databases. Verify if a copyright restriction may limit the Library's ability to obtain some materials and inform patrons that there is a 10 cent charge per single-sided sheet for print-outs.
- E. Print out bibliographies for patrons at no charge.

11.6 School Services

During the school year, Library staff shall help both teachers and students receive the information they request.

- A. Teachers who provide an Assignment Alert Form (Appendix 11.13.2) to Library staff shall be offered the service of a collection of items set aside for this assignment. This service is available if the Form is received by Library staff at least seven (7) working days in advance of the assignment.
- B. When staff does not receive an Assignment Alert Form, some students may not have access to items they need for their research. If this happens, Library staff work with teachers and students using the Teacher Notification Form (Appendix 11.13.3) to improve communications about assignments.
- C. Library staff may limit the number of books taken out by a student or teacher for a single assignment. This is to allow there to be some books that remain in the collections on topics that others may request for the same assignment. If it is not part of a school assignment, there is no limit imposed on the number of books on any subject an individual may take out.
- D. To obtain teacher card privileges, refer to 9.0 Circulation Policy, 9.2 South Holland Public Library Card Holders – Teacher Card Holders.

11.7 Genealogy and Local History

Genealogy and local history materials are selected in accordance with 4.0 Material Selection Policy. Staff may refer questions to the following agencies:

1. South Suburban Genealogical Society
2. Federal Archives (73rd and Pulaski)
3. South Holland Historical Society (open 2 pm – 4 pm on Saturday)
4. Internet sites

11.8 Orientation and Instruction in Library Skills

Staff offers groups and individuals instruction in using library materials and services. Requests for group orientations are handled by staff in the Public Services and Youth Services departments.

11.9 Proctoring

Proctoring will be provided to patrons at the discretion of Library staff and is limited by the availability of Public Services staff and the requirements of the school. Proctoring is done by the Public Services staff while working at the Ask Desk.

- B. Requests for proctoring are to be received by Public Services staff 7 working days prior to the requested session.
- C. The maximum length of time for a proctoring session is 2 hours.
- D. Patrons are encouraged to bring their own computers to avoid problems with potentially interrupted sessions. If patrons do not have a laptop, they may use one of the computers available in the Tech Link Lab. Patrons using the proctoring service are subject to the same fees as other patrons. No downloads are permitted on Library computers.
- E. Patrons are responsible for all fees associated with mailing or faxing materials.

11.10 Reserving Meeting Rooms

The Meeting Room Coordinator in the Public Services department is responsible for meeting room reservations. All staff is to be familiar with 6.0 Meeting Room Policy.

11.11 Reserving Display Cases

Patrons interested in providing materials for display are to be directed to the Public Services librarian in charge of this service. The cases are available on a first-come, first-served basis for patron displays and Library displays have first priority.

All staff is to be familiar with 3.0 Library Facility, 3.7 Display Cases.

11.12 Registration for Programs or Classes

Programs and classes are an important part of the services the Library provides and reflect the mission of the Library. Program and computer class registrations are offered on a first-come, first-served basis, after advertisement of the program has been released via the Library's newsletter and various marketing media. Program and class registrations are taken in person, by phone or on-line through the Library's website Evanced Program Reservation system.

11.13 Appendices

11.13.1 Ethical Responsibility in Relation to Medical, Legal, Consumer, Appraisal,
Investment and Tax Questions

11.13.2 Assignment Alert

11.13.3 Teacher Notification Form

Appendix 11.13.1

Ethical Responsibility in Relation to Medical, Legal, Consumer, Appraisal, Investment and Tax Questions

Confidentiality: Librarian is to respect each patron's right to privacy and never to discuss an individual's inquiry with others.

Tact and Discretion: Patrons will be questioned carefully, and librarians will not ask any more than is necessary to provide assistance. Librarian will speak in a quiet or moderate tone of voice to avoid attention.

Effective Communication: Appropriate questions will be asked to pinpoint the patron's needs. Correct terms and spellings of words will be verified.

No Interpretation of Information: Librarian's role is to provide information verbatim with no opinion given to the patron.

No Advice: Librarians will not attempt to provide information based upon their own experience or knowledge. No personal opinions or recommendations shall be offered in medical, legal, consumer, appraisal, investment or tax fields.

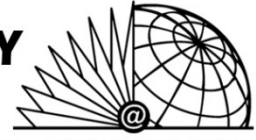
Limited Telephone Service: Only quick information will be given over the telephone. Explain to the patrons that because of the complex nature of the information, they are asked to visit the Library for assistance.

Appendix 11.13.2



SOUTH HOLLAND PUBLIC LIBRARY

www.shlibrary.org



16250 WAUSAU AVENUE • SOUTH HOLLAND, IL 60473 • PHONE: (708) 331-5262 • FAX: (708) 331-6557

SCHOOL ASSIGNMENT ALERT FORM

If you teach at a South Holland School, please take the time to fill out this form to notify the librarians of upcoming assignments. If possible, please submit this form 7 days from the start of the assignment.

Teacher's name _____

School _____ Phone Number _____

Email _____ Today's date _____

Start date _____ Due date _____ Grade level _____ Subject _____

Title of assignment _____ Number of students _____

ASSIGNMENT DESCRIPTION:

What are the details of the assignment? What kind of information are students expected to find?

INDICATE EACH TYPE OF SOURCE REQUIRED FOR THE ASSIGNMENT:

- | | |
|---|---|
| <input type="checkbox"/> Any source may be used | <input type="checkbox"/> Books |
| <input type="checkbox"/> Encyclopedias | <input type="checkbox"/> Magazines |
| <input type="checkbox"/> Newspapers | <input type="checkbox"/> Online Databases |
| <input type="checkbox"/> Websites | |

OTHER ASSIGNMENT RESTRICTIONS:

Are there a minimum number of resources required? Is there a limit on the type? (Ex: 1 website, 1 magazine, etc.)

HOW SHOULD WE CONTACT YOU IF WE HAVE A QUESTION?

- Phone Email

Please email a copy of the actual assignment to YSReference@southhollandlibrary.org

Appendix 11.13.3



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TEACHER NOTIFICATION FORM

Date: _____

Your student, _____ came to South

Holland Public Library today. We regret that we are unable to fill his/her request for materials

on _____ because:

- _____ All materials are unavailable.
- _____ We are unable to find materials on the assigned subject.
- _____ There are too many restrictions on the types of materials your students may use.
- _____ All materials on this subject are in our Reference collection and may not be checked out.
- _____ The assignment deadline does not allow time for us to borrow materials from another library.
- _____ We are unable to provide materials on one subject to so many students.
- _____ Materials on this subject are in heavy demand by other library patrons not in your class.
- _____ Other:

In order to assist teachers in notifying the Library of current or upcoming assignments, we have developed an Assignment Alert form. A sample is attached for you to photocopy. If you have any questions, please feel free to stop by the Library or give us a call at 708.331.5262.

Signed _____

Library Copy _____

Student Copy _____