

INF-2: Information Services Policy

Adopted: 3/20/2014; Last Revised: 2/15/2018

Policy Statement

Information services at the Orion Township Public Library (OTPL) are some of the most vital and visible expressions of the library's purpose and are key to the library's mission to serve and engage a thriving community of lifelong learners.

Regulations

1. For the purpose of this policy, information services encompass reference and reader's advisory service to the public via direct personal assistance, instruction in the effective use of library resources and technology, and dissemination of information in anticipation of patron needs.
2. Professional and qualified personnel with appropriate training provide information services at the library.
3. Information services are available to all persons regardless of age, gender, sexual orientation, race, ethnicity, disability, language proficiency, or social or economic status.
4. All requests will be given equal consideration, and each will be answered as accurately and completely as possible. In the instance of legal, medical, investment or tax questions, the staff cannot evaluate, interpret or act as surrogate professionals.
5. Information inquiries are received in multiple forms and are answered on a first come, first served basis. The time spent by librarians on a question may vary depending on the pace of activity in the reference area, the number of available staff and the resources readily available. Librarians will respond to information requests as soon as possible; patrons can expect an answer or response usually within one working day if not sooner.
6. Librarians will assist patrons in placing holds to request the transfer of materials from other libraries.
7. Librarians will assist patrons with their research needs by identifying and locating resources, but time does not allow them to conduct research projects for the patron, to do students' homework or to create documents for patrons using the library's computing resources.
 - A. Assistance with computing resources:
 - i. Librarians shall assist patrons in accessing the Internet and demonstrate the basic functions of a web browser.
 - ii. Librarians shall assist patrons in the use of the library's online resources.
 - iii. Patrons are responsible for learning how to operate computing software provided by the library. Librarians can provide instructional resources for patrons to educate themselves in the use of specific software.
 - B. In-depth research services. The library does not provide any fee-based research services.
8. Librarians respect and safeguard the patron's privacy and identity throughout the information request process. Names and identification of patrons and the

transactions which occur between patrons and librarians are confidential and not discussed outside of a professional context.

9. The library participates in consortia and networks to obtain access to information sources and services it cannot provide on its own. As part of these services, patrons can borrow materials from other libraries to fulfill their information needs. See *Interlibrary Loan Policy*.
10. The library provides the opportunity for patrons to request materials not owned by the library through the Purchase Consideration Request form. The purchase of these requests is up to the discretion of the librarian. See *Materials Selection Collection Development Policy*.
11. A patron who lives in the library service area who wishes to challenge a library policy or any portion of a library policy should follow procedures as outlined in MGT-15: *Appeals Process Policy*.