

# *Library Information Services*

## GOALS OF LIBRARY SERVICE

- To provide high-quality, consistent assistance to patrons seeking information, materials, reader's advisory service, or guidance in the use of the library.
- To acquire appropriate resources to the community's needs to satisfy most requests, using materials available in the library or electronically using the internet.
- To refer the question or patrons to appropriate outside sources if the request cannot be answered using library resources.

## GUIDELINES AND LIMITATIONS OF SERVICE

- The library staff understands that the basic function of library service is to provide information, not opinion. Staff will provide information in an impartial and business-like manner, even when contrary to personal beliefs.
- The library will endeavor to maintain a balance in its services to all patrons.
- The library will cooperate with, but cannot perform the functions of, school or other institutional libraries which are designed to meet specific curricular needs.
- Staff will guide the patron in his/her search, suggesting search strategies and sources, and explaining the use of appropriate tools
- Staff will conduct a limited research request in exchange for a free will donation. The patron must supply adequate details and dates to conduct the research in a timely manner.
- Obituary searches will require the date of death. Staff will only check up to 1 week before and after the death date given.
- Genealogy research will be conducted on a very limited basis. Staff will determine if they are able to conduct the genealogy request on a case-by-case basis.
- Small fees will be charged for printing and copying research materials.
- One-on-one assistance in the use of Microsoft Office products, internet browsers, and other software applications available on the library's public access computers is provided on a very limited basis. The amount of assistance available at times will vary, depending the level of staffing and the demands on staff time.
- Staff will not enter personal data for patrons who are conducting transaction at websites requiring this type of data entry, but they will provide navigational assistance to the best of their ability. Providing step-by-step support in filling out on-line forms is not possible.
- Staff will not provide full literature searches, supply lengthy bibliographies, or complete homework for a patron.

## MEDICAL, LEGAL, STATISTICAL, TAX, AND TECHNICAL INFORMATION

- Staff will help locate and provide navigational assistance to these types of materials.
- Patrons are responsible for interpreting and using the information. Staff are not qualified to interpret these fields of topics.
- Patrons will be encouraged to seek a professional in the correct topic of interest.

## AVAILABLE COMMUNICATION SERVICES

- The circulation desk telephone is the only telephone available to the public for local calls. Other than emergencies, outgoing calls are limited to one call for transportation per person per three hours.
- The library will not page patrons. The staff will take a message to be picked up at the circulation desk.
- The staff will not search for patrons in the building unless it is for an emergency.
- Staff are unable to receive or send faxes for patrons.
- Staff can scan and send documents and images by email providing patrons supply a receiving email address.

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