

COAL CITY PUBLIC LIBRARY DISTRICT
REFERENCE/READER'S ADVISORY POLICY

APPROVED BY
THE BOARD OF TRUSTEES

REVIEWED BY ATTORNEY
DECEMBER 2018

REVISED
MARCH 9, 2021

MISSION STATEMENT

Residents of all ages in the Coal City Public Library District will have a Library that is committed to provide comprehensive informational, educational, recreational, historical and intellectual opportunities through a variety of programs, technology resources and services in a comfortable safe environment.

LIBRARY PATRONS

1. Reference and Reader's Advisory services and materials are available to all persons who use the Library regardless of age, race, sex, social or economic status.
2. Library materials may be ordered through in-system interlibrary loan for all patrons who have a valid Library card from any member library in the Prairie Cat Consortium.
3. The needs of the Library patrons are taken seriously and treated with respect and confidentiality.
4. Reference and Reader's Advisory Services are available via telephone, facsimile and email during business hours of the Library. All questions will be answered as quickly as possible.
5. Remote access databases are available 24 hours a day seven days a week.
6. The Library uses Illinois Relay for services for deaf patrons.

LIBRARY STAFF

1. Service to the public takes precedence over other duties.
2. Reference and Reader's Advisory services will be provided by trained staff during Library business hours.

3. Reference and Reader's Advisory staff are trained in reference interviewing techniques, reader's advisory service and in bibliographic instruction.
4. Simultaneous requests will be managed at the Librarian's discretion with regard to urgency, complexity and availability of staff resources.
5. Questions that cannot be answered with on-site resources may be referred to another agency. Such referrals are verified and/or mediated by Library staff.
6. All questions are treated with equal respect.
7. All requests for information will receive an answer or status report within one working day.
8. Staff shall not offer their personal advice or opinions to patrons for any reason; including medical, legal, political, social, religious, etc.
9. Staff will offer to schedule an appointment for patrons if extensive research is needed.
10. Telephone reference or Reader's Advisory service should be used for providing short, factual information.
11. The Library adopts and adheres to the American Library Association Code of Ethics (**Appendix A**).

MATERIALS

1. Reference material may circulate at the discretion of the Reference Librarian.
2. At least 10% of the annual book budget will be spent on non-fiction materials which includes a variety of formats

REFERENCE SERVICE FEES

Copy Prices

8.5X11	Black & White	\$0.10
8.5X11	Color	\$0.25
11X17	Black & White	\$0.25
11X17	Color	\$0.50

Non-Profit
Copy Prices

8.5X11	Black & White	\$0.05
8.5X11	Color	\$0.12
11X17	Black & White	\$0.12
11X17	Color	\$0.25

APPENDIX A

AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; Amended June 30, 1981; June 28, 1995; and January 22, 2008.