



# OPERATING POLICY

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## REFERENCE SERVICES

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The La Grange Public Library (“Library”) strives to provide quality reference and reader’s advisory services in accordance with the [Guidelines for Behavioral Performance of Reference and Information Service Providers as prepared by the Reference and User Services Association of the American Library Association.](#)

### **Policies**

Reference service and materials are available to all persons regardless of the race, creed, color, national origin, religion, marital status, sexual orientation, gender, gender identity/expression, physical appearance, physical or mental ability, socioeconomic level, education level and any other legally protected characteristics of the customer. Reference service and materials are available during all hours the library is open and are provided in response to all forms of inquiry including but not limited to customers in the library, the telephone, email, and TTY. Names of customers and the transactions which occur between customers and the staff are deemed confidential and not discussed by library staff outside a professional context.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the customer to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the customer, the customer will be advised to consult with a professional from the above listed fields for additional information or advice.

When offering help with technology, staff will offer basic help on devices and software applications, but are not responsible for any changes made to the devices.