

Parlin-Ingersoll Public Library

Reference and Reader's Advisory Policy

Introduction

Staff are trained to provide basic reference and reader's advisory services to everyone on an equal basis during any hours the library is open. All staff will respond to requests in an efficient, accurate, respectful, and timely manner. Staff should not hesitate to consult one another for assistance in answering any requests. If staff cannot answer questions in-house, they may utilize referrals to other agencies or offer interlibrary loan service for Parlin-Ingersoll Public Library cardholders.

Access

The library will provide reference services and materials to all persons who reside within the jurisdictional boundaries of the library regardless of the age, race, gender identity, sexual orientation, pregnancy, disability, national origin, or economic status. Patrons do not need to be registered Parlin-Ingersoll Public Library cardholders to use the library facilities or reference materials.

Services

Staff will provide service in response to all forms of inquiry including but not limited to the telephone, fax, e-mail, and other electronic forms. Staff will provide assistance in locating materials and guidance in their use for research. The library subscribes to some online services as well. Some services are licensed to be used in-house as well as remotely and others are licensed only for in-house use. Often remote use is restricted to Parlin-Ingersoll Public Library cardholders. Staff will assist patrons in getting started with their research or the use of computers, but due to staffing limitations staff cannot provide extensive help.

Staff may be available to provide short, one-on-one sessions by appointment to assist patrons with their informational needs. These sessions are generally no longer than 15-20 minutes and include basic instruction in using the library PCs for e-mail, using the library electronic databases, and setting up a patron's electronic devices to download library materials.

Reader's advisory services provide patrons with suggestions of materials by similar authors, on similar topics, or in related genres. Staff will assist patrons with personal suggestions or suggested works from websites such as fantasticfiction.com, goodreads.com, and others.

Staff cannot provide legal, medical, investment, or tax advice. Priority will be given to in-house requests, and the staff strives to give an answer or status report within one working day of receipt of all requests.

Confidentiality

The needs of all patrons should be treated with respect. Names of patrons and their requests are confidential and should not be discussed outside of a professional context. The library has

adopted and adheres to the Code of Ethics of the American Library Association and follows state laws including the Illinois Library Records Confidentiality Act (75 ILCS 70/).

Circulating Reference and Regular Reference Collections

Items that are coded as circulating reference will checkout for 1 week. As a general rule, materials in the reference collection cannot be checked out. However, exceptions can be made for the checkout of certain reference materials by authorized staff. In such cases, an overnight or one-week check-out period is allowed depending on the material.

Interlibrary Loan Service

Interlibrary loan service is available to all Parlin-Ingersoll Public Library cardholders. Cardholders from other libraries must request their interlibrary loans through their home library as required by state regulations. See the Parlin-Ingersoll Public Library Interlibrary Loan Policy for further details.

Search Fees for Remote Requests

There is a \$10 search fee per search for requests via mail, e-mail, phone, or other remote methods that involve extended research including genealogical, historical, or other informational requests. Requests must include an exact date and place and be accompanied by payment, which can be made by check payable to Parlin-Ingersoll Public Library or via our Pay Online link on our website: www.parlingersoll.org.

Photocopy, Computer, and Microfilm Copy Fees

The library charges .15 for black and white copies and .30 for color copies. All copies from the microfilm are .25 cents. There is no charge to scan items using the library's microfilm machine or library scanners, but there will be charges for prints made.

Fax Service

Fax service is available during library hours. United States, Canada, and Mexico charges are \$2.00 to send the first page and \$1.00 for each additional page. Charges to receive are \$1.00 per page. Incoming faxes should have a contact name and phone number or users should notify the library if they expect a fax.

International charges are \$5.00 to send the first page and \$3.00 for each page thereafter up to 10 pages. Special rates may apply for faxes of more than 10 pages and additional charges may apply if the library receives higher charges. Receiving pages are \$1.00 per page.

If fax lines are busy at closing, staff may cancel faxing and request the person return another day the library is open.

Proctoring Fees

The library does offer proctoring of tests for a \$15 fee per session. Additional charges may apply for postage, faxes, or copies if applicable. Special arrangements must be made with the Library Director, Circulation Manager, or other staff as assigned.

Notary Public Services

The library offers notary public service by appointment. Please see the Notary Public Service Policy for more details.

Evaluation

Annual survey statistics on the number of reference questions will be taken per the Illinois State Library's Illinois Public Library Annual Report. The library will review its reference service on an annual basis, and this policy will be evaluated biennially as recommended in the Illinois public library standards document, Serving Our Public 4.0 : Standards for Illinois Public Libraries, 2020.