

**POLICY 345
ADULT SERVICES**

The function of the Adult Services Department is to assist patrons in the quest for information. Information service is provided by trained staff who continually work to maintain and upgrade their skills and knowledge.

All questions are handled in confidence and without regard to age, sex, nationality, or purpose of the inquiry.

Service is provided to all users of all ages during all hours the Library is open. Inquiries are accepted in all forms, including in-person, telephone, mail, and electronic methods.

When both in-person and phone requests are received at the same time, priority will be given to the person in the Library; however, a phone transaction already in progress will be completed before attending to a walk-in request.

When a patron cannot come to the Library because of disabilities or unusual circumstances, the librarian may copy and mail up to ten (10) pages of information. However, no tax forms will be mailed.

When the answer cannot be found in the Lisle Library District's collection, staff will utilize outside sources. The inquiry may be referred to local or metropolitan resources, or forwarded to the Metropolitan Library System. Other libraries and/or agencies that the patron may have access to may also be recommended.

All reasonable efforts will be made to answer questions while the patron is present or on the phone, or within one (1) hour of the initial inquiry.

The Lisle Library District adheres to the ALA Statement on Professional Ethics.

Staff will work with the schools in dealing with homework assignments. Assignment alerts will be solicited from school librarians, teachers, and students themselves, and some books may be placed on temporary reference to allow access to the materials to all students. But the librarian's role is to guide students to reference tools and assist them in finding the answers for themselves-not to do all the research and organizing. The level of help given varies depending upon the difficulty of the request and the age and sophistication of the student. Answers that are brief and factual may be given over the phone.

Legal, medical, and tax information will be provided from sources in the collection. Sources will be indicated, but no personal opinions or interpretations will be offered by the librarians. Consumer product recommendations will also be available from collection resources without personal referrals from the librarians.

If fees are charged by outside sources used in answering a reference question, those costs will be charged to the patron. Examples of such charges are computer searches requested from outside agencies, photocopy charges for articles over ten (10) pages, and genealogy microfilm. Advance notice of such charges will be given to the patron before the request is referred to those outside sources.

Adult Services will be evaluated regularly. Statistics will be reported monthly to the Director.

This Adult Services policy will be available to patrons on request. It will be reviewed every three years.

Adopted 2/8/93
Revised 11/13/02