

HIGHLAND PARK PUBLIC LIBRARY

Policy 212 **Information and Reader Services Policy**

Purpose: To define Highland Park Public Library's ("the Library") reference, information, and reader advisory services

General Policy

The Library opens doors to information and imagination by offering a wide variety of physical and digital resources.

Information and Reader Services

Information and reader services will be provided to patrons regardless of their residency, age, gender, ethnicity, or views. The information and reader services desks will be staffed by the appropriate number of professionally trained staff necessary to provide quality service during Library hours.

The Library's information and reader services will be provided in response to all forms of inquiry, including in-person queries and those that come by telephone and electronic means. When possible, the Library's online resources are available to users 24 hours per day, 7 days per week.

The Library may establish guidelines to ensure fair and equal access to this service within the limitations of staff time and resources.

Whenever the information requested cannot be filled by the resources of the Library, staff will attempt to obtain the information through the Cooperative Computer Services consortium and other cooperating library systems across the United States.

The Library follows the American Library Association's Code of Ethics. All transactions with patrons are confidential and handled with courtesy and impartiality.

Revised December 13, 2022

Reviewed and revised July 15, 2025