

# Bartholomew County Public Library

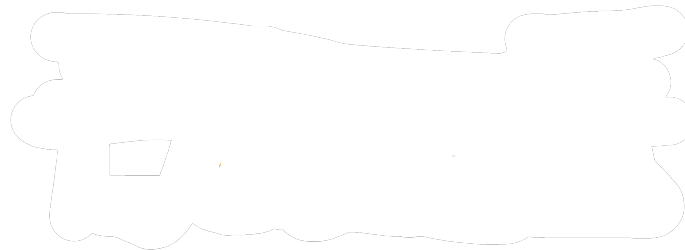
## ***Patron Services: Extents and Limitations***

In order for the Bartholomew County Public Library (BCPL) to provide timely and equal service to all library patrons, reasonable limits must be placed on the extent to which services can be provided to an individual patron. Reasonable time constraints will be enforced. Patron requests requiring a longer interaction may be referred to a scheduled Book-a-Librarian appointment to best meet the needs of both the patron and the library.

Staff members will make BCPL's resources – including books, audiovisual materials, the Internet, and subscriptions services – available to all patrons adhering to or following our Patron Rights and Responsibilities. Staff will provide equal service to all patrons; however, staff will not continue to provide service if the situation becomes unsafe or uncomfortable. Under no circumstances will staff violate laws, BCPL policies, or copyright protections in order to assist patrons.

Library staff will access reference and circulating materials, as well as the Internet and any BCPL subscription services to answer a reference inquiry. However, once resources have been exhausted, staff will no longer be able to assist with the inquiry. Staff may recommend additional methods of research for the patron to pursue, but staff will not perform this additional research.

The guidelines found on the following page are intended to provide information and guidance for library patrons; however, this framework is not all inclusive. Patrons are expected to comply with all library policies and staff direction.



**Staff will...**

**Outside of scheduled programming,  
Staff will NOT...**

<ul style="list-style-type: none"><li>• Read materials to a library patron whose eyesight or level of literacy prohibits the patron from being able to read this information themselves</li><li>• Assist patrons with personal digital devices, within staff limitations</li><li>• Assist library patrons in locating materials to learn a language, skill, or craft</li><li>• Provide access to templates, such as resumes, contracts, or legal forms</li><li>• Provide access to Notary services, based upon the availability of the Notary Public</li><li>• Provide in-person assistance on library grounds</li><li>• Assist library patrons in the use of BCPL materials, equipment, computers, and software</li></ul>	<ul style="list-style-type: none"><li>• Input personal information, including but not limited to passwords, identifying information, or credit card information</li><li>• Be responsible for damages or consequences as a result of assisting patrons with digital devices</li><li>• Teach a patron a specific language, skill, or craft</li><li>• Create documents</li><li>• Complete documents or forms</li><li>• Serve as a witness to Notarial acts</li><li>• Leave library grounds with a patron. <i>Scheduled Outreach Services do not apply to this limitation</i></li><li>• Violate any BCPL policies, laws, copyright, or terms and conditions</li><li>• Create or send personal correspondence</li><li>• Post on social media, contests, or auctions</li><li>• Complete a job application</li><li>• Compile family genealogies</li><li>• Complete homework, research reports, or patron archival projects</li><li>• Interpret or evaluate medical, legal, political, religious, financial, or tax information</li><li>• Offer medical, legal, political, financial, or tax advice</li></ul>
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