

HIGHLAND PARK PUBLIC LIBRARY

Policy 212 Reference and Readers' Advisory Service Policy

The Highland Park Public Library opens doors to knowledge and the joy of reading by offering a wide variety of physical and digital resources.

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

The Library's information service 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.

The Highland Park Public Library is part of an information network within the community and the Cooperative Computer Services consortium, and in cooperation with other library systems across the United States. This service is offered by staff whenever the information requested cannot be filled by the resources of the Highland Park Public Library and is within the scope of the regional and national interlibrary loan code.

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

Adopted: September 11, 2018