



DECATUR PUBLIC LIBRARY

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BOARD OF TRUSTEES

Personnel, Policy, and Public Relations Committee

Thursday, September 5, 2019 4:30 p.m.

Decatur Public Library Board Room

AGENDA

- I. Call to order – Dr. Ngozi Onuora
- II. Approval of agenda
- III. Minutes
 1. Minutes of August 1, 2019 meeting
- IV. Communications from the Public
- V. Old Business
 1. Job Description Revisions
- VI. New Business
 1. FOIA Report
 2. Personnel Update
 3. Equity, Diversity, Inclusion
 4. Photography and Video Policy
 5. Reference Services Policy
 6. Other
- VII. **Public comments** – 15-minute time period for citizens to appear and express their views before the Decatur Public Library Board. Limit of 3 minutes per speaker; total of 15 minutes. No immediate response will be given by the Library Trustees or Library staff members.
- VIII. Adjournment

If you have questions please contact:

Rick Meyer, City Librarian

421-9713 rmeyer@decaturlibrary.org



DECATUR PUBLIC LIBRARY

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Head of Archives and Special Collections Job Description

Mission and Collection Policy related to the Archives and Special Collections Department:

The Decatur Public Library (DPL) will collect, organize, preserve and provide access to a non-circulating collection of primary and secondary sources that document the history of the City of Decatur, its inhabitants, government, environment, businesses, institutions and organizations. Materials related to the history of Macon County, its communities and Illinois will also be maintained in cooperation with other historical, genealogical, archival and library collections in the area.

The collection includes, but is not limited to, published books, photographs, government documents or facsimiles, maps, manuscripts, pamphlets, newspapers, serials, audio-visual materials, institutional and organization records, and scrapbooks of historical materials that relate to Decatur and its environs. Emphasis will be placed on documenting the creation of city and county government, settlement, industry, commerce, education, recreation, and historically significant individuals as well as the history of civic, religious, cultural and social organizations. Found in the collection in various physical formats are: organization minutes, letters, yearbooks, periodicals, newsletters, demographic information, city directories, phone books, reports, studies, plans, obituaries, local histories, maps and plats, and images.

Nature of Work:

This is a highly specialized professional position involving supervision of staff and/or volunteers and operations within the Local History Room, and the overall work of the Archives and Special Collections Department.

Work involves acquisition, organization, maintenance, and preservation of the library's archival and artifact collections including all books, paper, maps, photographs, machine readable materials, or other historic materials regardless of physical form or characteristics.

Supervision Received:

Work is performed with considerable independence under the guidance of the City Librarian. Work is reviewed through periodic conferences, reports prepared, observations, and regular evaluations with the City Librarian.

Supervision Exercised:

Exercises supervision over personnel and/or volunteers assigned to the Local History Room at Decatur Public Library.

Examples of work (Typical work examples, but not limited to the following):

- ~~Plans and organizes the~~ Oversees the day-to-day operation of the Archives and Special Collections Department, especially the Local History Room, and instructs and supervises staff and/or volunteers.
- Manages the acquisition, preservation, processing, and description of all physical and digital archival collections using archival best practices.

- Create or maintain documentation and policies specifically for the Archives and Special Collections Department.
- Interviews, hires, evaluates, and recommends for promotion staff assigned to the Archives and Special Collection Department.
- Cultivates relationships with local historical organizations and collects and preserves materials of local historical ~~and genealogical~~ significance.
- Provides reference service and bibliographic instruction for the local history ~~and genealogical~~ collections and assists patrons in person, by telephone, mail, and electronic mail.
- Recommends improvements in procedures and operating policies, rules and regulations; prepares appropriate statistical and activity reports.
- Develops specifications for contract binding, preservation microfilming, and digitization, and directs the preparation of materials **both print and non-print**.
- Works with library management and other division heads to coordinate special projects; such as exhibit planning, re-cataloging materials, etc.
- Represents the Library on various committees and organizations as appropriate or assigned **both in-house and in the community**.
- **Participates in continuous education and/or professional development.**
- Performs related work and other duties as assigned.

Required **Qualifications**

- Master's degree in Library Science from an ALA-accredited institution with a concentration in archives, or equivalent combination of advanced degree and relevant experience.
- 3+ years of experience working in archives and special collections
- Experience supervising staff, interns, and volunteers.
- Experience working with digital collections and Omeka.
- ~~Must be able to supervise and evaluate work of volunteers/staff and correlate divisional activities to the needs of the Library.~~
- Knowledge of principles and practices of library science and practice of archival work as advocated by the Society of American Archivists.
- Knowledge of DACS (Describing Archives: A Content Standard), Dublin Core, and the Dewey Decimal system
- ~~Knowledge of office practices and procedures.~~
- ~~Knowledge of Dewey Decimal library classification system~~
- ~~Ability to learn the library's automated computer system/catalog and stay current with related updates and procedures.~~
- Experience with library computer systems and online catalogs (ex. Polaris, SyrsiDynix).
- Experience with library databases (ex. EbscoHost, Gale, ProQuest).
- Knowledge of or ability to learn digitization of materials, electronic file management, indexing and database creation.
- ~~Must have relevant training/experience in archival practices.~~
- Thorough knowledge of library reference procedures and activities.
- ~~Thorough knowledge of local history and genealogical materials as well as Internet and electronic databases, and CD-ROM resources.~~
- Strong oral and written communication skills
- Ability to deal with the public and employees in **a variety of** work situations.
- ~~Ability to work well with patrons of all ages.~~

- Ability to prepare standardized library statistical and activity reports
- Ability to work independently, ~~which may require independent study at home, under limited supervision after a period of training.~~

Preferred Qualifications:

- Certification (or provisional certification) through the Academy of Certified Archivists (ACA)
- Experience working with archival management software (e. g.. ArchivesSpace, ContentDM)

Physical Requirements:

- Ability to follow moderately complex oral and written instructions.
- Ability to lift and carry boxes of library materials.
- Ability to work evening and/or weekend hours as required.
- ~~Ability to lift and carry boxes of library materials.~~
- Ability to perform repetitive motion task with full range of mobility.
- Must have adequate eyesight, depth perception, and color vision to perform duties
- Must be able to work in the following environments: inside and outside with temperature variations; with noise and vibrations; and with adequate ventilation meeting all relevant safety regulations.
- Must be able to turn, balance, push, handle, reach, stoop, and stand for extended periods of time.

NOTE: This is an unclassified position filled by appointment of the City Librarian.

Rev 3/24/15

Management Pay Level 5

Job Description

3110

Head of ~~Adult~~ Programs Resources and Services (PRS) Division

Decatur Public Library

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Nature of Work

This is specialized professional library work involving the supervision of staff engaged in providing main library public service.

Work involves the scheduling and supervising of divisional staff, selecting and maintaining of library materials, and providing reader's guidance and references services. **Night and weekend work may be required.**

Supervision Received

Work is performed with considerable independence under the guidance of the City Librarian. Work is reviewed through periodic conferences, reports prepared, observations, and regular evaluations.

Supervision Exercised

Exercises supervision over personnel assigned to the ~~Adult PRS~~ Division.

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Examples of Work (Typical work examples, but not limited to the following)

Plans and organizes divisional work; instructs, supervises, and evaluates divisional staff.

~~Interviews and recommends citizens candidates for work within the division hire and/or promotion.~~

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Supervises the selection **and maintenance** of materials for the ~~adult~~ library collections.

Advises readers on book selections after evaluating indicated interests and assists library users in the selection of books, audiovisual materials, periodicals, and special and general publications.

~~Supervises and performs on-line data base searching.~~

Prepares material reviews and lists for programs and publications.

Develops **or supervises development of** public relations displays and news releases to promote library materials and programs ~~relating to area of supervision.~~

Recommends improvements in procedures and operating policies, rules and regulations; prepares appropriate statistical and activity reports.

Represents the library to appropriate community groups and agencies and at appropriate agency functions.

Works with appropriate community groups to promote and deliver library services.

**HEAD OF ADULT DIVISION
DECATUR PUBLIC LIBRARY
Job Description
Page 2**

Plans and conducts appropriate library programming including, but not limited to story hours, summer reading programs and outreach programs.

Performs related work and other duties as assigned.

Required Knowledge, Abilities, and Skills

~~Considerable~~ knowledge of the principles and practices of library science.

~~Considerable~~ knowledge of a wide range of books, authors, book publications, and audiovisual materials.

Knowledge of ~~and experience in~~ library administration.

~~Knowledge of and experience in on-line searching.~~

Ability to supervise and evaluate work of divisional staff and to correlate divisional activities to the needs of the library.

~~Ability to tell stories to various age groups.~~

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Ability to deal with the public and ~~employees in general and difficult work situations.~~ diverse staff. ~~(Experience with the various demographics represented in the city regardless of age, race, gender, economics, religion, etc....)~~

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Ability to work independently under general supervision.

~~Desired~~ Required Training and Experience

Graduation from an approved university with a Masters Degree in Library Science from an ALA-accredited university. At least three years professional experience with increasing responsibility, preferably in a ~~reference or information~~ public services setting, is required.

NOTE: This is an unclassified position filled by appointment of the City Librarian.

Pay Level 5M

rev. 9/01

Decatur Public Library

Nature of Work

This is specialized professional library work involving the supervision of staff engaged in providing main library public service for children.

Work involves the scheduling and supervising of divisional staff, selecting and maintaining children's library materials, and providing reader's guidance. Night and weekend work may be required.

Supervision Received

Work is performed with considerable independence under the guidance of the City Librarian. Work is reviewed through periodic conferences, reports prepared, observations, and regular evaluations.

Supervision Exercised

Exercises supervision over personnel assigned to the Children's Division.

Examples of Work (Typical work examples, but not limited to the following)

Plans and organizes divisional work; instructs, supervises, and evaluates divisional staff.

Reviews, selects, and maintains materials for the children's collection.

Recommends improvements in procedures and operating policies, rules and regulations; prepares appropriate statistical and activity reports.

Develops public relations displays and news releases to promote library materials and programs relating to the Children's Division.

Works with schools, daycares, and other community groups to promote and deliver library service for children.

Plans and conducts story hours and other appropriate children's programs; conducts storytelling sessions in local schools. Conducts a summer reading program.

Provides reference and reader's guidance.

Represents the library to appropriate community groups and agencies and at appropriate agency functions.

Conducts group tours through the children's division.

HEAD OF CHILDREN'S DIVISION

DECATUR PUBLIC LIBRARY

Job Description

Page 2

~~Performs related work and other duties as assigned.~~

Required Knowledge, Abilities, and Skills

~~Considerable knowledge of the principles and practices of library science.~~

~~Considerable knowledge of children's books, authors, and book publications.~~

~~Knowledge of and experience in library administration.~~

~~Ability to supervise and evaluate work of divisional staff and to correlate divisional activities to the needs of the library.~~

~~———— Ability to tell stories to various age groups.~~

~~Ability to deal with the public and employees in general and difficult work situations.
Knowledge of child development and ability to work with children.~~

~~Ability to work independently under general supervision.~~

Desired Training and Experience

~~Graduation from an approved university with a Masters Degree in Library Science from an ALA-accredited university. At least three years experience in a public library children's department.~~

~~NOTE: This is an unclassified position filled by appointment of the City Librarian.~~

Pay Level 5

rev. 4/03

Job Description

3122

Head of Technical ~~Division~~ Services

Decatur Public Library

Nature of Work

This is a highly specialized professional position involving supervision of all staff assigned to the Technical Services Division.

Work involves original cataloging and adaptation of Library of Congress cataloging in the cataloging, classifying and subject assignment of books and audiovisual materials, and scheduling and supervising of divisional staff.

Supervision Received

Work is performed with considerable independence under the guidance of the City Librarian. Work is reviewed through periodical conferences, reports prepared, observation, and regular conferences.

Supervision Exercised

Exercises supervision over personnel assigned to the Technical Division.

Examples of Work (Typical work examples, but not limited to the following)

Plans and organizes divisional work; instructs, supervises, and evaluates divisional staff.

Recommends improvements in procedures and operating policies, rules and regulations; prepares appropriate statistical and activity reports.

Catalogs, classifies, and assigns subject headings to library materials.

Coordinates the maintenance of public on-line catalogs, which includes revising and updating materials and may incorporate solutions to particular problems of library users.

Works with **Illinois Heartland Library System (IHLS)** staff to coordinate **Decatur Public Library (DPL)** cataloging on the library automation system.

Works with division heads to coordinate special projects such as re-cataloging areas of the library's collections.

Represents the Library on various committees and organizations as appropriate or assigned.

Evaluates work performance of Technical Services staff.

Interviews and recommends job candidates for hire and/or promotion.

Performs related work and other duties as assigned.

HEAD OF TECHNICAL DIVISION

DECATUR PUBLIC LIBRARY

Job Description

Page 2

Required Knowledge, Abilities, and Skills

Thorough knowledge of Dewey Decimal Classification, Library of Congress Subject Headings, and ~~AACR 2~~ Resource, Description and Access (RDA) rules and standards.

Knowledge of a wide range books, authors, book publications, and audiovisual materials.

Knowledge of and experience with library automation systems.

Ability to supervise and evaluate work of divisional staff and to correlate divisional activities to the needs of the library.

~~Considerable kK~~ knowledge of principles of bibliographic organization and control.

Knowledge of the content and use of basic reference tools. Considerable familiarity with ~~Online Computer Library Center~~ (OCLC).

~~Ability to deal with the public and employees in general and difficult work situations. to work with the public and diverse staff.~~

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Knowledge of and experience in library administration.

~~Desired~~ Required Training and Experience

Graduation from an approved university with a Masters Degree in Library Science from an ALA-accredited university. At least three years professional experience with increasing responsibility, preferably at a public library, is required.

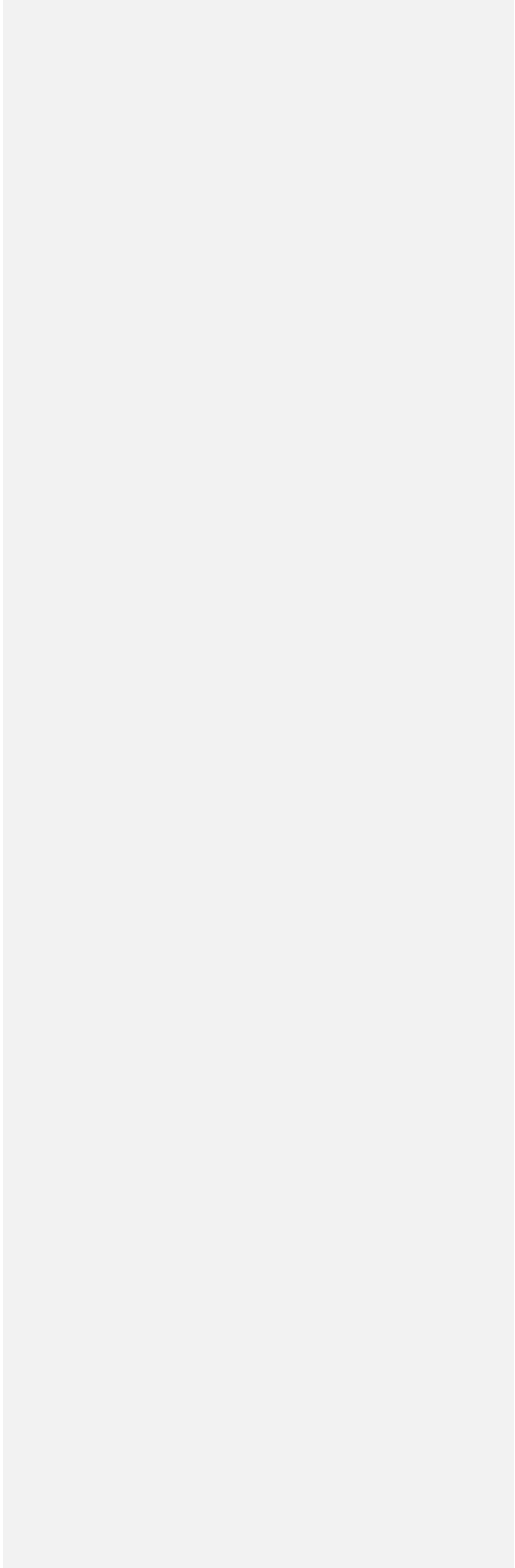
Desired Training and Experience

Some experience in cataloging using the Dewey Decimal Classification System, Library of Congress Subject Headings, and ~~AACR 2~~ RDA. Night and weekend work may be required.

NOTE: This is an unclassified position filled by appointment of the City Librarian.

Pay Level 5

rev. 11/02



From: Marc Fusion [REDACTED]
Sent: Thursday, August 1, 2019 11:50 AM
To: Rick Meyer; Request for Information; Robert Edwards
Subject: Missing Original Request FOIA

Rick,

As I noted in an email to you quite a while ago, you refused to include a copy of the original FOIA request for the audio recording of the 6/18 Board of Trustees meeting. You have continued to ignore my request for the document. Please respond with a copy of that request as soon as possible.

Thank you,

Marc Girdler

From: Marc Fusion [REDACTED]
Sent: Thursday, August 8, 2019 8:16 AM
To: Request for Information; board@decaturlibrary.org; Robert Edwards; Rick Meyer
Subject: FOIA Request

This is a FOIA request (filed on 8/8/2019) for any and all communications from management level staff and board members that involve reference services, including any conversations about specific projects that patrons had been assisted with or specific patrons brought up in the reference services discussions. In order to narrow this search, I'd like any relevant communications from June 1 2019 to the present August 8 2019. Digital response is preferred.

Thanks

Marc Girdler

From: Marc Fusion [REDACTED]
Sent: Sunday, August 18, 2019 1:13 PM
To: Rick Meyer
Subject: Re: FOIA Request

Rick,

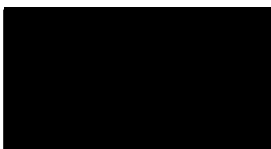
Is there any reason receipts weren't included? I felt like asking for information on public funds would obviously include receipts. The credit card statement only shows the amount/business, not what was purchased. I assume whoever approves these requires you to submit the actual receipts, since otherwise there's no way to verify your expenditures, which would result in reimbursement denials. As I already submitted a FOIA asking for public funds usage information, I hope you will simply provide the receipts rather than hassle me and force another FOIA request.

Marc

On Mon, Aug 5, 2019 at 4:55 PM <rmeyer@decaturlibrary.org> wrote:

August 5, 2019

Mr. Marc Girdler



Dear Mr. Girdler,

Thank you for writing to Decatur Public Library with your request of information pursuant to the Illinois Freedom of Information Act, 5 ILCS, 140/1 et seq.

On July 26, 2019 your requested information "information regarding library/public funds used to send any Decatur Public Library representatives to the American Library Association conference in June 2019" & "any communications/reports submitted about the conference or information on how the trip was justified, benefited the library, or how those who went benefited from the trip". Your request is granted.

We have attached copies of the documents that you requested. We will provide you with print copies at your request.

Sincerely,

Rick Meyer

City Librarian

Decatur Public Library

130 N. Franklin St.

Decatur, IL 62523

P:217.421.9713



DECATUR PUBLIC LIBRARY

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From: Marc Fusion [REDACTED]
Sent: Friday, July 26, 2019 7:38 PM
To: Request for Information <requestforinformation@decaturlibrary.org>
Subject: FOIA Request

This is a FOIA request for information regarding library/public funds used to send any Decatur Public Library representatives to the American Library Association conference in June 2019. As per Illinois FOIA law, this includes credit card bills, travel vouchers, and expense reports. This request covers reimbursement requests as well as expenses billed directly to the library. I would also like any communications/reports submitted about the conference or information on how the trip was justified, benefited the library, or how those who went benefited from the trip. Information about the expenditure of public funds is unequivocally covered by FOIA, so please comply fully.

Thank you,

Marc Girdler

NOTICE: E-MAIL TO OR FROM THE DECATUR PUBLIC LIBRARY STAFF MEMBERS MAY BE SUBJECT TO DISCLOSURE PURSUANT TO THE ILLINOIS FREEDOM OF INFORMATION ACT.

CONFIDENTIALITY NOTICE: This message is intended for the use of the individual or entity to which it is addressed and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If the reader of this message is not the intended recipient or the employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by email reply.

From: Marc Fusion [REDACTED]
Sent: Thursday, August 22, 2019 5:58 PM
To: Request for Information
Subject: FOIA

Hello,

This is FOIA request for all emails (both library & personal accounts), texts, Facebook messages, write-ups, staff or patron complaints, and any other library communications involving Katie Eytchison between Jan 21st 2019 and March 1st 2019. Digital response is fine.

Thank you,

Marc Girdler
[REDACTED]

From: Marc Fusion [REDACTED]
Sent: Friday, August 23, 2019 12:10 PM
To: Request for Information
Subject: FOIA Request

Hello,

This is a FOIA request for any/all documents, receipts, statements, etc (all responsive documents including relevant staff communications) regarding any travel/conferences in July 2019 (the documents can be from any point in time, if related to July 2019) involving library staff, as well as all documents on public funds used, either directly or reimbursed.

Marc Girdler
[REDACTED]

From: Marc Fusion [REDACTED]
Sent: Friday, August 23, 2019 2:56 PM
To: Request for Information
Subject: FOIA Request

Hello,

This is a FOIA request for the last 10 letters of reprimand involving Decatur Public Library staff/management members. FOIA law states these are not exempt and must be provided for inspection, unless older than 4 years.

Thanks,

Marc Girdler
[REDACTED]

From: Marc Fusion [REDACTED]
Sent: Friday, August 30, 2019 4:16 PM
To: Request for Information
Subject: FOIA Request

Hello,

This is a request for information for the non commercial use purpose of media/news gathering to be disseminated to the public via blogs/social media with editorial elements. I am requesting the below information.

1. The complete DPL management policies guide or handbook.
2. Any emails between Alix Frazier and representatives of the Real Talk on Race (or Racial Taboo if the name hadn't been changed at the time) program from Feb 2019 to the present August 30th 2019.
3. Expense reports/invoices on legal costs for DPL in July 2019.

Thank you,

Marc Girdler
[REDACTED]

From: Marc Fusion [REDACTED]
Sent: Thursday, August 29, 2019 10:41 AM
To: Request for Information
Subject: Board of Trustees OMA Certification

Hello,

I would like to request to inspect the certifications showing that each of the Board of Trustees members have taken the OMA training/education. Currently serving trustees will be fine.

Thank you,

Marc Girdler

rmeyer@decaturlibrary.org

From: Pearl [REDACTED]
Sent: Wednesday, August 14, 2019 2:09 PM
To: requestforinformation@decaturlibrary.org
Subject: FOIA request

To whom it may concern,

This is a FOIA request for any and all communications between Mark Sorenson and Decatur Public Library management from 2/18/19 to 2/28/19. It is acceptable to fulfill this request by emailing the requested items.

Thank You,
Pearl Baker

[REDACTED]

From: Pearl Baker [REDACTED]
Sent: Sunday, August 18, 2019 3:57 AM
To: requestforinformation@decaturlibrary.org
Subject: foia request

Flag Status: Flagged

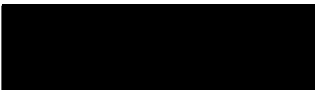
To whom it may concern,

This is a FOIA request for any and all communications pertaining to the following:

- 1) The Shack movie
- 2) The movie meet up program from June 2019 through August 2019

It is acceptable to fulfill this request by emailing the requested items.

Thank You,
Pearl Baker

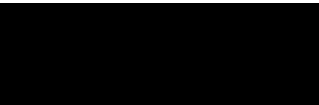


From: Pearl Baker [REDACTED]
Sent: Thursday, August 22, 2019 7:45 AM
To: requestforinformation@decaturlibrary.org
Subject: FOIA request

To whom it may concern,

This is a FOIA request for any and all communications regarding the Decatur Public Library parking lot for the period from 7/22/2019 to 8/21/2019. It is acceptable to fulfill this request by emailing the requested items.

Thank you,
Pearl Baker



Photography and Video Policy Draft

The Decatur Public Library (DPL) maintains an environment that allows patrons to access library information and resources. This requires DPL to maintain policies that protect the privacy of its patrons and staff members and ensures their freedom from harassment, intimidation, and threats to their safety and well-being. To provide appropriate safeguards against such behavior and enforce policies and procedures addressing that behavior when it occurs, DPL has adopted the following policy regarding the taking of photographs or videos inside the library building.

I. General Policy

Permission is not required to take photographs or videos in public areas of the library building for personal, noncommercial use if no tripods, lights, or other specialized equipment is used. However, there may be library locations and/or exhibition areas where the taking of photographs or videos is restricted or prohibited (e.g. restrooms, and archival materials), including areas reserved for staff use only. If tripods, lights, or other specialized equipment are to be used, requests must be made at least 24 hours in advance. *Persons taking photographs and videos shall not (i) compromise a patron or staff member's right to privacy, (ii) harass, intimidate, or threaten a patron or staff member, or (iii) block library aisles, walkways, stairwells, doors, or exits.*

II. Exterior Photography and Videos

Taking photographs and videos outside of the library building or on the library grounds does not require permission. However, the activity may not impede the entering or exiting of patrons or staff to or from the library building.

III. Commercial Photography and Videos

DPL may permit use of its facilities for the taking of commercial photographs or videos if the project does not interfere with the mission of DPL and accommodates the rest of this policy. DPL may charge a fee to offset costs incurred by the library to provide access to the facility, and prior permission must be sought at least one week in advance.

IV. Photography and Videos of Materials and Resources

DPL permits the taking of photographs and videos of its publicly available collections. However, patrons are solely responsible for obtaining consent or other permission when taking photographs or videos of copyrighted materials.

V. Library Photography, Videos, and Recording

DPL may take photos, videos, and audio recordings at the library and during library events to use in its publicity materials and on its website and social media sites. DPL reserves the right to document its services and the public's use of the library building and grounds. These photographs, videos, and audio recordings may be copied, displayed, televised, and published (including on any library website or social media site). Any individual that does not wish the

library to use a photograph or video of them or their child should inform a library staff member prior to or while such photographs or videos are being taken.

VI. Library Board Meetings

Pursuant to Section 120/2.05 of the Illinois Open Meetings Act (5 ILCS 120/1 et seq.), any person may record the proceedings of the Library Board and other meetings required by the Act to be open to the public. The recordings may be made by tape, film, or other means and shall not disrupt the meeting or create a safety hazard.

VII. Liability

Persons involved in taking photographs or videos are solely liable for any injuries to persons or property that result from their activities on library property. They also have sole responsibility for obtaining all necessary releases and permissions required by law from persons who can be identified in any photograph or video or for copyrighted materials. DPL undertakes no responsibility for obtaining these releases or permissions.

VII. Right Subject to Compliance with Policy

DPL reserves the right to ask any individual or group violating this policy to cease the taking of photographs or videos.



WESTMONT PUBLIC LIBRARY

428 N Cass Ave, Westmont, IL 60559

630 969 5625

westmontlibrary.org

Providing the community with the keys to lifelong learning.

Reference Service Policy

Purpose

The Westmont Public Library is committed to providing the highest quality of reference service in a timely manner for the entire community. The purpose of this Policy is to assure the quality and consistency of reference service by providing guidelines and scope of service.

Guidelines

Reference services and access to reference resources are provided to patrons of all ages. Staff who meet training and/or experience requirements work at the 1st and 2nd floor Service (Reference) Desks during all hours that the library is open. Reference staff will conduct reference interviews to determine the reference/research needs of the library user.

Staff respond to all requests for information, whether submitted in person, by telephone, e-mail, or other form of communication. All requests are handled with impartiality and confidentiality with no distinction made about the purposes of the inquiry. The library is not liable for how patrons choose to use the information acquired from staff members.

Staff assist patrons until questions are answered to the best of their ability, or until patrons are referred to another agency for completion. When necessary, staff may temporarily limit the time spent with one patron. Patrons with in-depth questions are encouraged to schedule a book-a-librarian session for up to one hour of individualized service when staff are available. Priority for this service will be given to Westmont residents.

Staff help patrons with basic computer operations and applications and refer patrons to appropriate books, online tutorials, or classes for further assistance. When assisting with computer resources, staff will not enter personal information for patrons.

Search Scope

Reference librarians utilize various resources when conducting searches for patrons. Depending on availability, staff utilize print materials, online databases, and authoritative websites. Staff cannot endorse specific products or offer recommendations, nor can they offer advice on business, legal, tax, or medical inquiries, or appraisals.

Accuracy

Every attempt is made to provide accurate answers to all questions. When possible, staff will refer patrons to authoritative, reputable sources, and offer supporting documentation or information upon further inquiry. Patrons have a right to be informed of the sources used to answer their questions.

Fees

Reference services are provided for free. Occasionally fees may apply such as the cost for printing or photocopying,

faxing, and fees assessed by a database or other agency. Patrons will be informed of any fees and associated costs prior to completing a request.

Policy #15 Morton Public Library District Reference Services Policy

Introduction

Staff trained to provide reference service and materials are available all hours the library is open. The Morton Public Library District staff will respond to all reference and information questions efficiently, accurately, completely, and in a timely manner. All requests for information receive an answer or status report within one working day. Questions which cannot be answered with onsite resources are referred to another agency. Such referrals are verified and/or mediated by library staff. Reference includes providing help with the catalog and library computers, readers' advisory service, database and online assistance, interlibrary loan assistance and individual and group instruction. The library will make efforts to keep the community well informed of the reference services available and encourage them to make use of them.

Readers' advisory answers questions that have more to do with the patron's leisure reading than their informational needs. Readers' advisory covers both fiction and nonfiction titles. Readers' advisory shall be provided in the following methods: formal or informal readers' advisory interviews with staff; bestseller lists; read-alike bookmarks; displays; genre labels; library resources such as NoveList and book talks. Readers' advisory is provided to all ages and without judgement of reading tastes or interests.

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, national origin, economic status. Patrons do not need to be registered Morton Public Library District cardholders to use library facilities, reference materials or services. Service is provided in response to all forms of inquiry including but not limited to patrons in the library, the telephone, mail, e-mail, fax, or other forms of technology as they emerge. The reference questions of patrons visiting the library are given the highest priority.

Confidentiality

The needs of library patrons are treated with respect. Names of patrons and the transactions which occur between patrons and the staff are confidential and not discussed outside a professional context.

Services

Insofar as it is possible, reference service shall not only meet but also anticipate patron needs. The library shall provide instruction in the effective use of its resources. Such instruction can include individual explanation of information resources, the creation of guides and instruction sheets, formal assistance through tours and group presentations, video presentations, or other forms of technology as they emerge. Print and electronic resources are available to assist

staff and patrons in answering questions. Electronic ebooks and subscription databases with remote access are available with the exception of databases that have restrictions.

Reference staff may be available to work one-on-one with patrons to assist in their information needs. Staff instructional sessions include, but are not limited to, using Library's research databases, training on Internet, basic Microsoft products, and specific electronic devices such as e-readers. One-on-one sessions are generally 30 minutes. Staff reserves the right to schedule appointments for one-on-one sessions as time permits.

In recognition of the library's role as an educational support center, the Morton Public Library District will cooperate with District 709 schools and private schools within the library's service area. Library staff will pull books and provide them to the schools or will place them on in-house reserve to ensure adequate resources are available for all students. Instruction on library databases may be provided to schools served by the library.

Limits of Services

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with their professional from the above listed fields for additional information or advice.

Evaluation of Reference Service and the Reference Policy

The library will evaluate its service every three years to assure that the service furthers the institution's goals, and the goals reflect the needs and interest of the community served.

Adopted June 9, 2009

Revised January 19, 2016

Revised February 12, 2019

Reference Policy

The _____ Public Library serves a diverse public with unique individual needs and levels of ability to conduct research independently. At times of peak activity within the library, it is mandatory that rules for providing reference assistance be established. The most recent standards document, *Serving Our Public: Standards for Illinois Public Libraries*, provides the standards for this reference policy.

The board of trustees and library director of _____ Public Library encourage staff of all levels to pursue continuing education opportunities which will enable them to better meet the needs of the library's patrons. All staff members receive in-house training regarding appropriate responses to patron questions, including reference questions. This training includes reference interviewing techniques, reader's advisory service, and bibliographic instruction. All staff members are taught to treat each question asked with respect insofar as the level of assistance required and the topic of the question. Names of users and the transactions which occur between users and the staff are confidential and not discussed outside a professional context.

Reference service and materials are available to all persons who reside within the jurisdictional boundaries of the library regardless of the age, race, sex, social, or economic status of the patron. Reference service and materials are available during all hours the library is open and are provided in response to all forms of inquiry including but not limited to patrons in the library, the telephone, fax, and TTY. The reference questions of patrons visiting the library are given the highest priority. All requests for information receive an answer or status report within one working day. Questions which cannot be answered with onsite resources may be referred to another agency. Such referrals are verified and/or mediated by library staff.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with his or her professional from the above listed fields for additional information or advice.