

## Information Services Policy

### Policy Statement

Information services at the Rochester Hills Public Library are some of the most vital and visible expressions of the library's purpose and are key to the library's mission to inform, entertain, and provide for the intellectual development and enrichment of the community.

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### Regulations

1. For the purpose of this policy, information services encompass reference and reader's advisory service to the public via direct personal assistance, instruction in the effective use of library resources and dissemination of information in anticipation of customer needs.
2. Professional and qualified personnel with appropriate training provide information services at the library.
3. Information services are available to all persons regardless of age, gender, sexual orientation, race, ethnicity, disability, language proficiency, or social or economic status.
4. All requests will be given equal consideration, and each will be answered as accurately and completely as possible. In the instance of legal, medical, investment or tax questions, the staff cannot evaluate, interpret or act as surrogate professionals.
5. Information inquiries are received in multiple forms and are answered on a first come, first served basis. The time spent by librarians on a question may vary depending on the pace of activity in the reference area, the number of available staff and the resources readily available. Librarians will respond to information requests as soon as possible; customers can expect an answer or response usually within one working day if not sooner.
6. Librarians will assist customers in placing holds to request the transfer of materials from other libraries.
7. Librarians will assist customers with their research needs by identifying and locating resources, but time does not allow them to conduct research projects for the customer, to do students' homework or to create documents for customers using the library's computing resources.
  - A. Assistance with computing resources:
    - i. Librarians shall assist customers in accessing the Internet and demonstrate the basic functions of a web browser.

- ii. Librarians shall assist customers in the use of the library's online resources.
  - iii. Customers are responsible for learning how to operate computing software provided by the library. Librarians can provide instructional resources for customers to educate themselves on the use of specific software.
- B. In-depth research services. The library does not provide any fee-based research services.
8. Librarians respect and safeguard the customer's privacy and identity throughout the information request process. Names and identification of customers and the transactions which occur between customers and librarians are confidential and not discussed outside of a professional context.
  9. The library attempts to collect materials on a wide range of subjects but may be unable to meet every need with on-site materials. For school assignments which cannot be satisfied with the library's collection, a librarian can provide a *School Assignment Letter* that indicates the reasons for the unfulfilled request.
  10. The library participates in consortia and networks to obtain access to information sources and services it cannot provide on its own. As part of these services, customers can borrow print materials from other libraries to fulfill their information needs. See *Interlibrary Loan* policy.
  11. The library provides the opportunity for resident customers to request materials not owned by the library through the *Customer Request for Purchase* form. The purchase of these requests is up to the discretion of the librarian. See *Materials Selection/Collection Development* policy.

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Approved: January 12, 2009

Rochester Hills Public Library Board of Trustees