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### **1. GENERAL POLICY**

The Urbana Free Library provides reference and reader's advisory services to help people find information, select library materials of interest, use both print and online resources, and use technology.

The library maintains a diverse circulating collection of fiction, non-fiction, audio, and video titles to match community interests.

### **2. DEFINITIONS**

Reference service is the provision of information in response to a person's question. The service includes direct answers to questions, help using collections within the library, help with online resources, and technology assistance or instruction.

Reader's advisory service is the provision of title, author, or genre recommendations to match a person's interests. The service promotes and encourages both recreational reading and use of the library's audio and video collections.

### **3. STAFFING**

Staff trained in reference and reader's advisory services are available in Adult Services, Children's Services, and Archives during all open hours.

Each service unit is staffed by professional librarians, who have a Masters degree in Library and Information Science or equivalent from a program accredited by the American Library Association, and by paraprofessionals with appropriate training and professional supervision.

Staff are trained in current reference sources, reference interviewing techniques, reader's advisory service, bibliographic instruction, and the application of current technology.

Staff are knowledgeable about the library's print, audio, and video collections and are familiar with popular authors and titles.

Staff enhance their skills by regularly attending workshops and continuing education events relevant to reference, reader's advisory, and technology services.

Staff are expected to stay abreast of current local affairs and are encouraged to be active in community organizations.

#### **4. REFERENCE AND READER'S ADVISORY COLLECTION**

The library provides a collection of reference and reader's advisory sources that is current, authoritative, and covers a broad range of topics. The reference collection includes both print sources and subscription databases.

The library provides access to information about the community, including government units, community organizations, events, and local history, whether through print sources retained at the library or through online sources available on agency websites.

Library staff create lists and guides, in appropriate or multiple formats, to facilitate public use of the collection.

#### **5. LIBRARY USER RIGHTS**

Reference and reader's advisory materials and services are available to all library users regardless of age, gender, race, sexual preference, disability, or socioeconomic status.

Books, magazines, newspapers, reference sources, online databases, and public Internet computers are available for use by anyone who visits the library. Remote access to online databases is available to Urbana Free Library cardholders and to students residing in Urbana School District 116.

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

Reference and reader's advisory service is provided in a manner consistent with the Library Bill of Rights and the American Library Association Code of Ethics. (See appendices.)

## **6. INFORMATION ACCESS**

In addition to in-library service, the library accepts and responds to reference and reader's advisory requests received via telephone, fax, TTY/TDD, email, and other electronic means. The library website alerts users to the multiple methods of access to information services.

Staff exercise professional judgment to provide accurate and documentable information using both the library collections and Internet sites.

When unable to supply information from onsite or online resources, staff utilize interlibrary loan services or provide referrals to appropriate agencies or to other libraries.

## **7. LIMITATIONS**

Staff offer professional assistance for information, direction, and entry-level or brief instruction, but staff may need to limit the amount of time and level of response given to those doing in-depth research or needing extensive individual reader's guidance or technology assistance.

Staff use professional judgment in supplying reliable sources, but they do not provide personal interpretations and recommendations especially in the subject areas of law, medicine, consumer information, personal finance, and tax information.

The library disclaims any liability or responsibility for damages or untoward consequences arising from a person's use of library reference sources or reference services.

In supplying reference and reader's advisory services, library staff comply with copyright law and other applicable restrictions on the use of library materials.

## **8. REVIEW OF SERVICE**

The library annually reviews its ability to provide reference and reader's advisory service that is accurate, timely, friendly, and easy to access.

## **9. APPENDICES**

American Library Association Bill of Rights

American Library Association Code of Ethics

Adopted January 12, 2010