Reference and Readers Advisory

The Lemont Public Library District welcomes and encourages the use of its services and facilities by all patrons. Providing professional reference and readers advisory help is a vital service to the community. The Library strives to provide quality reference and readers advisory services for users of all ages while adhering to the American Library Association's Code of Ethics.

Reference service refers to the provision of answers, information, instruction, and direction to customers of all ages, either upon request or in anticipation of need, using all available resources.

Readers advisory is defined as connecting people with books and entertainment both in physical and digital formats.

Equity, Availability, and Privacy

Reference and Readers Advisory services and materials are available to all persons regardless of the race, creed, color, national origin, religion, marital status, sexual orientation, gender, gender identity/expression, physical appearance, physical or mental ability, socioeconomic level, education level and any other legally protected characteristics of the customer. Service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics, and copyright law.

Reference and Readers Advisory Services are provided by trained staff all hours the library is open. Patrons may receive service in person, by telephone or electronically. Requests are handled in the order staff receive them. Reference and Readers Advisory Services are offered by staff in our building and through outreach to the community. For requests requiring more intensive research staff may take 24 hours to respond.

Names of customers and the transactions which occur between customers and staff are confidential and not discussed outside a professional context.

Scope of Service

Library staff provide instruction in the effective use of resources in all formats. 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. Library staff may recommend that customers schedule an appointment for requests that require more in-depth instruction.

Library staff also provide readers', listeners', and viewers' advisory services in support of customers' informational and recreational needs.

Certain types of assistance are beyond the scope of the Library's service capacity:

- In the instance of topics that require subject expertise beyond staff training, which include but are not limited to: legal, medical, investment, consumer, or tax questions, staff will only guide the customer to the material available on the topic of interest. Customers may be advised to consult with a professional in the appropriate field for additional information or advice.
- When offering help with customers' personal technology, staff will offer basic help on customer devices and software applications but are not responsible for any changes made to the customers' devices or documents.
- Staff do not handle confidential information. If such information is viewed inadvertently, staff makes every effort to protect patron's privacy.
- Staff do not provide editorial or translation services.
- Staff do not recommend individual practitioners such as physicians, attorneys, tutors.
- Staff do not complete forms, type documents, or enter personal information on behalf of the customer.

Reviewed and approved by the Library Board of Trustees: May 7, 2024, October 6, 2026