



Reference Policy

The Fox River Grove Public Library is dedicated to helping people obtain information for their educational, recreational, professional, and personal needs. Library staff members connect patrons with Library resources and information, and provide reference services to all on an equal, nondiscriminatory, nonjudgmental basis, regardless of any attributes of the patron or the subject matter of the inquiry. Reference inquiries can be made in person, via phone, or by electronic communication.

The Library makes its best effort to accommodate patrons, and staff are able to conduct reference interviews and provide information not only in person, but also remotely via phone, video teleconference, email, and other electronic means. Interactions with patrons are handled with courtesy, impartiality, and discretion.

The Library's primary reference services are:

- technology help, including use of the Library's physical equipment and digital resources;
- aid in navigating the Library's catalog and locating materials within the collections;
- reader's advisory;
- consumer research; and
- support for students of all ages.

As a small popular materials library, Fox River Grove Public Library has limited resources and cannot conduct in-depth research or genealogy assistance for patrons. Nor are staff able to provide interpretations, recommendations, advice, or personal opinions in trained professional practice areas.

Reference services outside of the Library's scope include:

- advice on medical, legal, financial, or tax matters;
- recommendations of professional practitioners such as physicians or attorneys; or
- handling confidential personal information such as social security numbers, account information, or medical histories.

When staff members are unable to adequately answer inquiries using Library resources, they may refer patrons to outside informational sources. Library staff have an obligation to try to provide the most accurate reference answers possible and therefore must rely upon reputable sources for obtaining information. Staff must be able to exercise good judgment and identify reliable, unbiased resources. Library staff receive regular training in all areas of reference in order to maintain a standard of best practices.

Reference assistance should be offered when a patron asks for help or whenever someone appears to need help. Library staff may provide printouts or copies free of charge when necessary and appropriate for answering reference questions.

Library staff are available to work with patrons one-on-one in personalized Book-A-Librarian sessions to provide assistance with a variety of reference topics. These sessions can be scheduled in advance, or the Library welcomes walk-ins when time and staff allow.