

WEST CHICAGO PUBLIC LIBRARY DISTRICT

REFERENCE SERVICE

Policy

The West Chicago Public Library District will provide consistent, quality reference service to all patrons.

Procedures

Library staff will provide information to specific questions and guidance in locating materials. Patrons may request in person, on the telephone, through electronic messaging or through the mail.

Library staff will assist patrons in the use of the library and teach basic research.

Library staff will assist patrons in obtaining materials within the library and through interlibrary loan.

Library staff will use all available sources of information to answer questions. These resources may include printed, electronic materials, and outside libraries and agencies.

Book-A-Librarian Appointments

Book-a-Librarian appointments are available for one-on-one assistance on a variety of subjects. Sessions are 30 minutes in length and can range from research to tutorials on library databases, eBook assistance, or basic computer skills. This service will be provided by appointment only, as time permits for the reference staff.

Limitations of Reference Service

Staff will provide sources of information, not interpretation, opinions, or advice pertaining to information. Staff cannot provide the following kinds of assistance which is beyond the scope of reference service:

- The translation of documents printed or online.
- The completion of legal forms in print and online or assisting patrons with the completion of forms.
- The interpretation of information or advice with regard to legal, medical, financial, or consumer-oriented questions.
- Critiquing or editing patron documents.

Reviewed by Policy Committee: 11/11/2021; 4/9/2026

Approved by Board of Library Trustees: 6/25/2012; 8/24/2015; 10/22/2018; 11/26/2018;
11/22/2021; 4/27/2026