

South Holland Public Library

11.0 Services Policy



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11.1 GENERAL GUIDELINES FOR REFERENCE AND READER'S ADVISORY

The Services Policy provides guidelines for all staff who work in the Youth and Public Services Departments. Staff shall:

- A. Follow the principles and values of the Code of Ethics of the American Library Association.
- B. Provide assistance with reference, reader's advisory and other questions from patrons of any age during all hours the Library is open.
- C. Select the best sources from print and non-print resources and provide the answer as well as the source of the answer.
- D. Approach patrons to offer assistance and ask questions to determine the scope of the information requested while avoiding judgmental wording and maintaining confidentiality.
- E. Provide answers to questions in the following order of priority: in person, telephone calls, email (library@southhollandlibrary.org), and faxed (708-331-6557) or written correspondence.
- F. Answer patron requests immediately if the answer or material is located within 10 minutes. Requests requiring more than 10 minutes may be researched at a later time and the patron notified when the answer is available. If copies are requested, the patron is informed of the fee prior to staff making the copies. Patrons are called when their requested items are ready to be picked up. Due to privacy restrictions, messages left should not contain the title or the topic of the materials.
- G. Provide copies of state and federal income tax forms and instructions when possible and retain reference copies for copying or use in the Library.
- H. Keep daily statistics to aid in evaluation of services provided.
- I. Be familiar with the Library's holdings. Staff providing these services are encouraged to participate in selection of materials, evaluation of the collection and weeding.

11.2 PROGRAMS

Programs are an important part of the services the Library provides and reflect the mission of the Library.

- A. Criteria the staff will apply in program planning
 - Relation to library mission and service goals
 - Community needs and interest
 - Availability of program space
 - Presentation quality and treatment of content for intended audience
 - Presenter background and qualifications in content area
 - Budget and staffing considerations

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- Historical or educational significance
 - Representation of diverse cultural backgrounds and viewpoints
 - Appeal to a range of ages, interests, and information needs
- B. Library programs are open to the general public. The Library may find it necessary to restrict attendance at certain programs or program series to South Holland residents and cardholders. Registration may be required for these and other programs. Registrations for programs and computer classes are offered on a first-come, first-served basis. Program registrations are taken in person, by phone or on-line through the Library's website event calendar system.
- C. The Library strives to provide a vast majority of its programs free of charge.
- D. The Library does not offer programs of a commercial nature, including but not limited to presentations offered for free but with the intention of soliciting future business.
- E. The Library provides outreach programs to populations who cannot visit the Library. Department Heads initiate and respond to requests for off-site programming.
- F. Any individual requiring special accommodations as specified by the Americans with Disabilities Act is required to notify the Library at least 24 hours in advance of the program date.
- G. By participating in Library programs, a participant consents to be photographed and/or filmed and to use by the Library of the participant's image in photographs, video recordings, and audio recordings in Library newsletters, the website, and/or public materials. In addition to publication in the Library newsletter and newspapers, these images may be accessible to the public on the Library's website, as well as on social networking sites. The Library will not name persons in photographs without their permission or, in the case of participants who are minors, their parent or legal guardian's consent. If a Library program participant does not wish himself/herself or his/her child to be photographed, the patron must notify the Library staff to that effect.
- H. A minor's presence at a Library program constitutes consent from his/her parent/guardian to participate in the program or class.

11.3 BUSINESS CENTER SERVICES

The South Holland Public Library provides access to and instruction in the use of computers, the copier, scanner and fax machine to help patrons with their business needs. Patrons must have cash for copies and printing services. Either cash or credit cards may be used for fax services. For more information, see *7.5 Printing, Copying, Scanning and Faxing* in *7.0 Technology Policy*.

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11.4 SERVICES TO THE HEARING AND SPEECH IMPAIRED

The South Holland Public Library recognizes its obligation to provide equal access to information to all patrons. The following services are available to hearing and speech impaired patrons:

- A. Staff may make local phone calls for a hearing or speech impaired person and may then communicate the information to the patron in writing.
- B. The Illinois Relay Center (AT&T) makes it possible for hearing and/or speech impaired telephone customers to call persons or businesses without TDD's anywhere in Illinois 24 hours a day, 7 days a week. All calls are confidential and billed at regular telephone rates. To use this service, dial 1-800-526-0844 TDD or 1-800-526 0857 Voice, 711 is the universal relay number in all 50 states.

11.5 INTERLIBRARY LOANS AND HOLDS

Staff may help patrons with library cards in good standing to hold/reserve items or make interlibrary loan requests.

Staff shall:

- A. Refer to *9.4 Interlibrary Loans and Holds* in the *9.0 Circulation Policy*.
- B. Provide holds and interlibrary loan services through SWAN and other Illinois library systems to South Holland Public Library card holders. Requests for out-of-state materials are \$10 per item, plus any fees added by the lending library.
- C. Request articles from libraries owning the resource when it is not available at our Library or using our databases. Copyright restrictions may limit the Library's ability to obtain some materials. There is a 10 cent fee per single-sided sheet for print-outs.

11.6 SCHOOL SERVICES

During the school year, Library staff shall help both teachers and students receive the information they request.

- A. Teachers who provide a *11.12 Assignment Alert Form* to Library staff shall be offered the service of a collection of items set aside for this assignment. This service is available if the *Form* is received by Library staff at least seven (7) working days in advance of the assignment.
- B. When staff does not receive an *Assignment Alert Form*, some students may not have access to items they need for their research. If this happens, Library staff work with teachers and students using the *11.13 Teacher Notification Form* to improve communications about assignments.
- C. Library staff may limit the number of books taken out by a student or teacher for a single assignment. This is to allow some books to remain in the topics that others may request

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for the same assignment. If it is not part of a school assignment, there is no limit imposed on the number of books on any subject an individual may take out.

- D. To obtain teacher card privileges, refer to 9.1.8 Teacher Library Cards in the 9.0 Circulation Policy.

11.7 GENEALOGY AND LOCAL HISTORY

Genealogy and local history materials are selected in accordance with the *4.0 Material Selection Policy*. Staff may refer questions to the following agencies:

- A. South Suburban Genealogical Society
- B. Federal Archives (73rd and Pulaski)
- C. South Holland Historical Society
- D. Internet sites

11.8 ORIENTATION AND INSTRUCTION IN LIBRARY SKILLS

Staff offers groups and individuals instruction in using Library materials and services. Requests for group orientations are handled by staff in the Public Services and Youth Services Departments.

11.9 PROCTORING

Proctoring will be provided to patrons at the discretion of Library staff and is limited by the availability of Public Services staff and the requirements of the school.

- A. Proctoring is done by the Public Services staff while working at the Information Desk.
- B. Requests for proctoring are to be received by Public Services staff seven (7) working days prior to the requested session.
- C. The maximum length of time for a proctoring session is three (3) hours; longer periods of time may be arranged with the staff member on a case-by-case basis.
- D. Patrons are encouraged to bring their own computers to avoid problems with potentially interrupted sessions. If patrons do not have a laptop, they may use one of the computers available in the Tech Link Lab. Patrons using the proctoring service are subject to the same fees as other patrons. No downloads are permitted on Library computers.
- E. Patrons are responsible for all fees associated with mailing or faxing materials.

11.10 NOTARY SERVICES

The South Holland Public Library provides Notary Service during most hours of operation. Notary Service is not guaranteed. We recommend you call Public Services at 708-527-3160 to make an appointment with one of our Notaries.

- A. The fee is \$1.00 per Notary signature. Payment is due in cash at the time of service.

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- B. Each person signing the document, including the witness, must be present for notarizing to occur. All participants must show a current, unexpired photo ID with his/her signature issued by a U.S. state or the Federal Government.
- C. The Notary must see you and your witnesses sign the document. The Library will not provide witnesses.
- D. Documents must be in English and must be completed with no blank lines.
- E. Notary Service is **NOT** available for Deeds, Mortgages, Wills, Living Wills, Living Trust, Codicils, Depositions or Power of Attorney as these documents can require technical legal knowledge that is beyond the scope of our services.

11.11 AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

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4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

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11.12 SCHOOL ASSIGNMENT ALERT



SOUTH HOLLAND PUBLIC LIBRARY
www.shilibrary.org



16250 Wausau Avenue • South Holland, IL 60473 • Phone: (708) 527-3150 • Fax: (708) 331-6557

SCHOOL ASSIGNMENT ALERT FORM

If you teach at a South Holland School, please take the time to fill out this form to notify the librarians of upcoming assignments. If possible, please submit this form 7 days from the start of the assignment.

Teacher's name _____

School _____ Phone Number _____

Email _____ Today's date _____

Start date _____ Due date _____ Grade level _____ Subject _____

Title of assignment _____ Number of students _____

ASSIGNMENT DESCRIPTION:

What are the details of the assignment? What kind of information are students expected to find?

INDICATE EACH TYPE OF SOURCE REQUIRED FOR THE ASSIGNMENT:

- | | |
|---|---|
| <input type="checkbox"/> Any source may be used | <input type="checkbox"/> Books |
| <input type="checkbox"/> Encyclopedias | <input type="checkbox"/> Magazines |
| <input type="checkbox"/> Newspapers | <input type="checkbox"/> Online Databases |
| <input type="checkbox"/> Websites | |

OTHER ASSIGNMENT RESTRICTIONS:

Are there a minimum number of resources required? Is there a limit on the type? (Ex: 1 website, 1 magazine, etc.)

HOW SHOULD WE CONTACT YOU IF WE HAVE A QUESTION?

- Phone Email

Please email a copy of the actual assignment to YSReference@southhollandlibrary.org

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11.13 TEACHER NOTIFICATION FORM



SOUTH HOLLAND PUBLIC LIBRARY

www.shlibrary.org

16250 Wausau Avenue • South Holland, IL 60473 • Phone: (708) 527-3150 • Fax: (708) 331-6557



TEACHER NOTIFICATION FORM

Date: _____

Your student, _____ came to South Holland Public Library today. We regret that we are unable to fill his/her request for materials on _____ because:

- All materials are unavailable.
- We are unable to find materials on the assigned subject.
- There are too many restrictions on the types of materials your students may use.
- All materials on this subject are in our Reference collection and may not be checked out.
- The assignment deadline does not allow time for us to borrow materials from another library.
- We are unable to provide materials on one subject to so many students.
- Materials on this subject are in heavy demand by other library patrons not in your class.
- Other: _____

In order to assist teachers in notifying the Library of current or upcoming assignments, we have developed an Assignment Alert form. A sample is attached for you to photocopy. If you have any questions, please feel free to stop by the Library or give us a call at 708.331.5262.

Signed _____

Student Copy _____

Library Copy _____