



Round Lake Area Public Library  
906 Hart Road  
Round Lake, IL 60073  
847-546-7060  
[www.rlalibrary.org](http://www.rlalibrary.org)

## Reference Policy

Reference service 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 patron. Reference service and materials are available during all hours the library is open and are provided in response to all forms of inquiry including but not limited to patrons in the library, through the telephone, email, social media, and TTY. Although all requests for assistance will be provided on a first-come, first-served basis, priority will be given to in-person inquiries over other kinds of inquiries in event simultaneous requests. All requests for information can expect to receive an answer or status report within one working day.

Staff may set reasonable limits on the amount of time and level of response given to patron requests for information. Simple requests for information can usually be answered fully. More complex questions may require that patrons participate in finding needed information, with staff providing guidance and assistance. Questions which cannot be answered with onsite resources may be referred to another agency or organization.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. Staff may not evaluate or interpret the information provided nor may staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with a professional from the above-listed fields for additional information or advice.

When offering help with technology, staff will offer basic help with devices and software applications, as time and expertise permit but are not permitted to configure a patron's personal equipment and are not responsible for any changes made to patrons' devices

The Round Lake Area Public Library has adopted the ALA Code of Ethics and expects all staff to adhere to it.

Reference and Reader's Advisory service complies with copyright and other applicable restrictions in the use of library materials. Reference and Reader's Advisory service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics (1995), and upholds the American Library Association (ALA) Freedom to Read



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Statement, Freedom to View Statement, Free Access to Libraries for Minors Statement, and Library Bill of Rights, as detailed in our Media Access Policy.

Reference transactions and information shared during the reference assistance process are confidential and enforced as detailed in the Library Records Confidentiality Act. Patron records are for the sole purpose of protecting public property and are not to be used directly or indirectly to identify a patron or the types of materials used by individual library patrons. Under no circumstances shall library staff answer to a third party about what a patron of the library is reading or the kind of information asked for from the library's collection; that information is only available to the patron and, if the patron is under the age of 14, to the patron's parent(s) or legal guardian(s).

(75 ILCS 70/) Library Records Confidentiality Act.

<https://www.ilga.gov/legislation/ilcs/ilcs3.asp?ActID=1004&ChapterID=16>

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Approved: April 27, 2022