



MORTON GROVE PUBLIC LIBRARY

6140 Lincoln Avenue, Morton Grove, IL 60053-2989 • 847-965-4220 • www.mgpl.org

Public Services Policy

Service Philosophy and Guidelines

The Morton Grove Public Library provides open and equal access to information and services for all patrons that the Library serves with the understanding that some services may only be available to Morton Grove residents or organizations.

The Morton Grove Public Library offers the same quality of service to all.

The Library's staff strives to meet the needs of Library users to their fullest extent and provide the highest quality service possible by following these guidelines:

- Service to the public receives priority over any other duties
- Staff will provide service that is knowledgeable, friendly, and efficient;
- Staff will listen to patrons and anticipate, meet, and strive to exceed patron needs to build long-term customer relationships
- Staff will work with patrons and colleagues in a professional manner to create the best possible library atmosphere
- Staff will utilize knowledge of other team members, if needed, to provide the best service possible
- To ensure that patron needs are met, staff will always follow through with tasks and requests in a timely manner
- Whenever possible or prudent, in-person service will receive priority over telephone queries
- Staff will provide options and alternatives whenever possible when answering patron's questions, and exhibit understanding and empathy if a patron's expectations cannot be met
- Whenever possible, when answering a question, info desks staff will accompany patrons to the stacks, computers or other equipment to assist with locating materials, logging onto a computer, making a copy, etc.

Reference Services to Adults, Teens and Children

Adult and Youth Info Desks staff will adhere to the following guidelines when providing services to the public.

Staff will:

- Conduct expert reference or readers' advisory interviews to determine the reading, research, or technology needs of the library user
- Use professional judgment in determining how best to serve each patron's library needs
- Rely upon information obtained from reputable sources in order to give the most accurate and authoritative answers to questions
- Always cite the source of the answer to a reference question whether in person, on the phone, or via online communication

- Refer the patron to other appropriate sources, institutions, professional organizations, or federal/state/municipal agencies when the query cannot be answered to the satisfaction of the patron using MGPL resources
- Verify that the material needed is actually available before referring a patron to another library. If it is necessary to refer a patron to a corporate, university, or other special library, the staff member should make prior arrangements with the other library before sending a patron to that library
- Follow Internet and Technology Policy in assisting patrons with using public desktop computers and laptops

Staff will not:

- Give medical, legal, copyright, financial or tax advice. Brief definitions and descriptions from authoritative sources may be provided when answering these types of questions. These sources should be quoted verbatim with no personal interpretation. The patron should be informed of the source from which the information is taken
- Refer library users to individual practitioners – physicians, attorneys, mental health professionals, plumbers, etc.
- Offer personal opinions recommending one product or service over another;
- Conduct actual genealogical research for patrons. General genealogical research assistance will be provided
- Provide an appraisal of works of art, coins, stamps, or other collectibles;
- Conduct patent or trademark research
- Proofread resumes, cover letters, or similar items

Approved by the Morton Grove Public Library Board of Trustees, June 11, 2015.

Reviewed and approved April 13, 2017.