



## **Public Services Policy**

### **Service Philosophy and Guidelines**

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

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

Library staff strive to meet the needs of Library patrons 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 library atmosphere possible.
- Staff will utilize knowledge of others, 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 and online queries.
- Staff will provide options and alternatives whenever possible when answering patron questions, and exhibit understanding and empathy if patron expectations cannot be met.
- Whenever possible, 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**

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

#### **Staff will:**

- Address the informational, educational, and entertainment needs of all patrons using age and developmentally appropriate resources and materials.
- Conduct expert reference or readers' advisory interviews to determine the reading, research, or technology needs of the library patron.
- 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.
- 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 sources, institutions, professional organizations, or federal/state/municipal agencies as warranted and appropriate.
- Verify the availability of material and/or resources before referring a patron to another library or organization.
- Follow the *Computer Use and Technology* and *Internet Access* policies in assisting patrons with using public desktop computers and laptops.

**Staff will not:**

- Give medical, legal, copyright, financial, or tax advice.
- Refer library patrons 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.
- Serve as an intermediary between the patron and other individuals or organizations.
- Represent the patron in any transactions that are not specifically library related.
- Act *in loco parentis* for any minor child/ren.

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

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