



Melrose Park Public Library

Reference/Information Services Policy

Adult Reference Services (including Readers' Advisory, Information Retrieval, and Instruction in the use of MPPL resources) are provided to all patrons through the use of print and online resources and anecdotal knowledge by trained library staff. Reference questions are accepted in person, by telephone, and through email and chat services. Requests are handled with impartiality and confidentiality. Every attempt will be made to answer requests in a timely manner.

Staff will:

- Provide assistance with the use of MPPL resources.
- Provide information in response to a patron's question.
- Provide assistance with locating library materials inside and outside the MPPL collection.
- Provide reading, listening, and viewing suggestions to patrons.

Requests will generally be handled in the order in which they were received, though priority is given to in-person requests. The complexity of the question and the availability of staff may impact the time frame in which the question will be answered.

Reference Services do not include, and staff will not provide, services such as: typing, translating, proofreading, appraisals of materials, career counseling advice, or providing medical, legal, copyright, financial, or tax advice. Staff will never enter personal or credit card information in online forms. IT support on personal devices and hardware is not available.