



Reference and Readers' Advisory Policy

The Woodridge Public Library provides accurate, timely, and thorough information to the community. Reference and readers' advisory services are free of charge to all patrons, except where fees apply for materials such as printing or copying. Service is provided by trained staff during all the hours the library is open, in person, by telephone, or electronically.

Guidelines

Patron questions are addressed with no distinction about the purpose of the inquiry or the use of the information. All questions are handled in confidence and with impartiality. Staff does not discriminate based on age, gender, race, sexual preference, disability, or appearance in providing reference service. Service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics, and copyright law.

Priority of service is given to patrons on site. At busy times, it may be necessary to provide basic help and get back to a patron for more assistance. Questions received via telephone, email, or other electronic means will be answered in a timely manner.

Library staff strives to provide, accurate, authoritative, and unbiased information. When all reasonable and available resources have been consulted, staff may end the transaction and refer the patron to external experts, organizations, or other authorities. While staff use professional judgment to select reliable sources, the Library does not guarantee the accuracy, completeness, or timeliness of information obtained from those sources.

Limitations

As information professionals, library staff provide guidance and instruction. Library staff are not able to provide services in other areas of professional practice. Staff do not:

- Handle confidential information such as social security numbers, credit card numbers, account information or medical information. If such information is viewed inadvertently, staff makes every effort to protect patrons' privacy.
- Provide medical, legal, copyright, financial, tax, or product advice
- Recommend individual practitioners such as physicians, attorneys, daycare providers, or tutors
- Offer more than limited assistance with patrons' personal technology
- Provide appraisals of books, artwork, antiques, or other collectibles
- Provide editorial or translation services
- Provide career counseling advice
- Conduct genealogical, patent, trademark, or other in-depth research
- Complete homework assignments or test questions for students; staff will guide students to resources and assist with search strategies only.

The Library staff shall develop such rules and procedures as are necessary to ensure compliance with the Woodridge Public Library Reference and Readers' Advisory Policy.

Approved by the Woodridge Public Library Board of Trustees 11/19/2025