

Reference & Reader's Advisory Policy

Adopted by the Board of Trustees, June 8, 2011

In order to provide access to ideas and material that support the cultural, educational, and recreational enrichment of the community, The Pittsburg Public Library provides ready reference and readers' advisory service. This information service is provided by trained staff during all hours the library is open.

Library staff identifies a person's information need and fulfills it accurately, efficiently and pleasantly, using the resources available in the library, and including referral to resources in other libraries or agencies, if necessary. Staff also provides instruction in library use upon request.

Staff replies to all requests for information from patrons in person, by phone, fax, mail, and e-mail. All requests for assistance are provided on a first-come, first-served basis, with priority given to people within the library.

Staff does not discriminate on the basis of age, gender, race, sexual preference, disability, or appearance in the provision of information services.

The informational needs of every library patron will always be taken seriously and treated with utmost respect and confidentiality.

Information, particularly in the subject areas of law, medicine, consumer information, and personal finance/tax information, is presented without interpretation, advice, or personal recommendation.

Providing advice and suggestions for recreational reading is an essential service in a public library. Each patron's reading tastes will be taken seriously and without judgment. However, when performing Reader's Advisory services, personal interpretation and recommendation are unavoidable.

Staff sets reasonable limits on the amount of time and level of response given to patron requests for information. For complex questions they provide professional assistance, direction and library instruction, so that patrons can conduct the actual research themselves.

Service is provided in a manner consistent with the Library Bill of Rights, the American Library Association Code of Ethics, and copyright law.