

Reference Service Policy
Normal Public Library

Reference service and materials are available to all persons regardless of the race, creed, color, national origin, religion, marital status, sexual orientation, gender, gender identity/expression, physical appearance, physical or mental ability, socioeconomic level, education level and any other legally protected characteristics of the patron.

Reference service and materials are available during all hours the library is open and are provided in response to all forms of inquiry including but not limited to patrons in the library, the telephone, email, instant messaging, and TTY.

Names of patrons and the transactions which occur between patrons and the staff are confidential and not discussed outside a professional context.

In the event that a reference question cannot be answered with the resources within the library's collection, staff will make every effort to provide guidance on other trusted agencies that might have the resources to fulfill the request.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with their professional from the above listed fields for additional information or advice.

When offering help with technology, staff will offer basic help on devices and software applications, but are not responsible for any changes made to the devices.

Approved by the Board of Trustees of Normal Public Library: July 27, 2005; Amended January 15, 2025.