

# VII. Reference Services

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Reference is an important service of the Mahomet Public Library District. The library's goal is to provide the best possible reference service by trained staff in a timely manner. Reference service is provided during all hours that the library is open.

- **Impartiality and Confidentiality.** All requests for information will be handled impartially and confidentially. Service will not be denied or abridged because of religious, racial, social, economic or political status; or because of mental, emotional or physical condition; age; or sexual orientation. Staff members treat all questions with equal respect.
- **Extensive Research Sources.** Staff will guide people doing extensive research to appropriate sources. Reading and interpretation of materials is the patron's responsibility.
- **Reasonable Time.** Staff will spend a reasonable amount of time on reference requests; however, patrons wanting large amounts of information will be directed to other sources or agencies so that they may continue their research on their own.
- **Updates.** If a reference transaction cannot be completed within one working day, the patron will be notified with a status report on their request.

The library adopts and adheres to the ALA Statement of Professional Ethics.

## Types of Information Not Provided

- **Confidential Information.** Requests for names, addresses or telephone numbers are never answered from the library's patron data file or online patron records since these are considered to be "confidential information" and are covered by the library's Confidentiality of Records Policy and the State of Illinois' Library Records Confidentiality Act. (75 ILCS 70).
- **Certain Databases.** Remote access to some databases is reserved for Mahomet Public Library cardholders.
- **Personal Opinions and Interpretations.** The library staff's personal opinion will never be given as fact, nor will the library staff offer interpretation of information or legal, medical, or tax advice.