



Reference Services Policy

Reference services refers to the provision of answers, information, instruction, and direction to customers of all ages, either upon request or in anticipation of need, using all available resources. Naperville Public Library strives to provide quality reference services for users of all ages while adhering to the American Library Association's Code of Ethics.

Equity of Service

Reference services 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 customer.

Availability of Service

Reference services and materials are available during all hours the Library is open and are provided in response to all forms of inquiry.

Privacy and Confidentiality

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

Scope of Service

Library staff provide instruction in the effective use of resources in all formats. Such instruction can include individual explanation of information resources, the creation of guides and instruction sheets, formal assistance through tours and group presentations, video presentations, or other forms of technology as they emerge. Library staff may recommend that customers schedule an appointment for requests that require more in-depth instruction.

Library staff also provide readers', listeners', and viewers' advisory services in support of customers' informational and recreational needs.

Certain types of assistance are beyond the scope of the Library's service capacity:

- In the instance of topics that require subject expertise beyond staff training, which include but are not limited to: legal, medical, investment, or tax questions, staff will only guide the customer to the material available on the topic of interest. Customers may be advised to consult with a professional in the appropriate field for additional information or advice.
- When offering help with customers' personal technology, staff will offer basic help on customer devices and software applications but are not responsible for any changes made to the customers' devices or documents.
- Staff may not provide editorial services except in the context of cover letter and resume writing offered through the Library's job search services.

Revision History

Approved 5/19/21