

ORDINANCE 2018-LY-EX1-S-1552

**AN ORDINANCE READOPTING AND AMENDING THE REFERENCE POLICY
FOR THE OAK BROOK PUBLIC LIBRARY**

WHEREAS, the Head Librarian has prepared and recommended the attached revised Reference Policy for the Village of Oak Brook Public Library (the "Library"); and

WHEREAS, the Village of Oak Brook Library Commission has reviewed this Reference Policy and recommended that the Village Board approve the Reference Policy for the Library; and

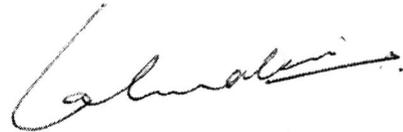
NOW, THEREFORE, BE IT ORDAINED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF OAK BROOK, DU PAGE AND COOK COUNTIES, ILLINOIS as follows:

Section 1: That the Reference Policy, a copy of which is attached hereto and incorporated herein as Exhibit A, is hereby approved and adopted in its entirety superseding all prior editions of the Oak Brook Public Library Reference Policy, adopted in 1995, last revised in 2011.

Section 2: That all ordinances or parts thereof in conflict with the provisions of this ordinance be and the same are hereby repealed to the extent of the conflict.

Section 3: This ordinance shall be in full force and effect from and after its passage, approval and publication as required by law.

APPROVED THIS 11th day of December, 2018.



Gopol Lamalani
Village President

PASSED THIS 11th day of December, 2018.

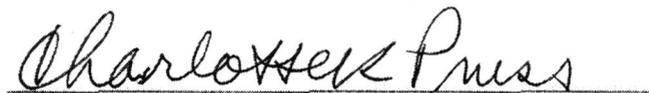
Ayes: Trustees Baar, Cuevas, Manzo, Saiyed, Tiesenga, Yusuf

Nays: None

Absent: None



ATTEST:



Charlotte K. Pruss
Village Clerk

EXHIBIT A

OAK BROOK PUBLIC LIBRARY REFERENCE POLICY

The Reference staff of the Oak Brook Public Library responds to the information needs of their users, providing clear and accurate answers to all patron inquiries. Reference Service is provided by professionally trained individuals.

This policy statement serves as a foundation for developing procedures and for providing clarification to patrons and staff concerning reference services.

Services

- Reference services are available during all hours the library is open.
- All members of the staff shall provide consistent service to all users.
- Inquiries received in-person, by phone or electronically are answered as expeditiously as possible, with priority given to patrons in the Library.
- Library staff may make judgments about the time available to answer lengthy questions, or those requiring expertise or materials outside the Oak Brook Public Library. In such cases, the staff will give a thoughtful referral to other resources or institutions.
- Librarians will not research questions which are known to be school work, a contest or game; but will suggest possible research techniques.
- Interlibrary Loan outside of the library consortium is available to Oak Brook residents only.
- Professional staff will instruct in the use of technology, assist in electronic downloads and inform users of databases and other available reference tools.
- Librarians can suggest both fiction and nonfiction titles for leisurely reading. This is known as readers' advisory.

Resources

- Reference staff uses many sources of information to answer questions. These include, but are not limited to books, periodicals, electronic sources, databases, government agencies, associations and individual authorities.
- The professional staff reserves the right to determine which sources are most appropriate for each query.

Ethical statement

- The Oak Brook Public Library subscribes to the American Library Association's Library Bill of Rights and Code of Ethics.
- The department maintains strict confidentiality and privacy regarding all patron inquiries and research interests within the confines of the Library General Policy and the limits of the law.

Periodical review

This policy will be reviewed, reaffirmed or revised periodically by the Library staff and the Library Commission. This policy and all subsequent revisions are subject to approval by the Village of Oak Brook and the Board of Trustees.