



## **READERS' ADVISORY POLICY**

### **General**

The goal of readers' advisory at the Glencoe Public Library (Library) is to match readers, listeners, and viewers to library materials in various formats.

### **Scope**

Readers' Advisory is staffed by qualified personnel during all hours of operation. The readers' advisory service is available to all patrons. All requests are treated impartially, confidentially, professionally and without judgment. The Library responds to all requests whether submitted in-person, via phone, fax, email or mail. Library staff facilitates access to the library collections of print, audio, video and digital materials.

Patrons are assisted as staffing and time allows. Professional and credentialed reviews, journals and databases are used by library staff to make recommendations of materials. Library staff may also provide personal opinions or recommendations if appropriate.

Library staff do not discriminate based on age, gender, race, sexual preference, disability or any other personal identifiers.

Library staff reserve the right to decline all conversation of a personal nature.

### **Priority**

When readers' advisory inquiries occur simultaneously, priority is given to in-person inquiries with second priority to telephone inquiries. If a telephone inquiry cannot be answered within a few minutes and patrons are waiting for help, the caller will be asked for contact information so a follow-up call can be made when time allows.

Adopted	March 19, 2019
Reviewed	
Revised	June 18, 2019