

Royal Oak Public Library Policies

Services Section 5.20 - Reference Service

- A. Reference Services encompasses reference and reader's advisory service.
- B. Reference inquiries may be received in person, by virtual reference via the Library's website (Live Chat), telephone, email, fax or letter. All requests will be given equal consideration.
- C. The source of information will always be cited. Sources are quoted verbatim, with no interpretation on the librarian's part, especially for medical, financial, legal or tax questions.
- D. Time spent by librarians on a question may vary depending on the pace of activity in the reference area, the number of available staff and the resources readily available. Librarians will respond to requests as soon as possible, with questions being answered within two working days unless specific arrangements are made with the patron.
- E. Librarians will assist patrons with their research needs but cannot conduct extensive research projects, do students' homework or create documents for patrons.
- F. Referrals to other agencies may be made when appropriate.
- G. Librarians will assist patrons in placing holds and interloan requests, with a limit of four items.
- H. Patron's identification will be held at the reference desk for materials held at the reference desk, the ready reference shelves behind the reference desk, materials brought from storage, and to gain access to the Local History Room.
- I. In telephone or email inquiries, only the information for the given address will be checked and verified in *Bresser's Cross Index Directory*. No information for nearby addresses will be given.
- J. All transactions will remain confidential. Librarians respect and safeguard all patrons' privacy and identity.

Approved 08/22/00; rev. 05/25/04; rev. 05/23/06; rev. 9/22/09; reviewed 9/28/10; reaffirmed 12/6/2011

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Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948; amended February 2, 1961, June 27, 1967, and January 23, 1980, by the ALA Council.

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222 East Eleven Mile Road

PO Box 494

Royal Oak, MI 48068-0494

(248) 246-3700

Request for Reconsideration of Library Materials

Title: _____

Request Initiated by: _____ Date: _____

Telephone: _____ Address: _____

Did you read/view/listen to the entire work?

To what do you object? (Please be specific; cite pages.)

What do you feel might be the result of using this material?

Is there anything good about it?

Signature

Note: You will receive a written response from the library director.

Revised 1-22-99; 07/06/04

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Challenged Materials Procedures

These are the procedures to use when a patron objects to library materials.

1. Staff member refers patron to a librarian in Adult or Youth Services Department, as appropriate.
2. Librarian listens to complaint and may offer “Information for the Concerned Citizen” bookmark and “Request for Reconsideration of Library Materials” form.
3. Librarian returns completed form to Library Director. Librarian lets the patron know that s/he will receive a response.
4. Director consults with Department Head and librarians about material.
5. Librarians prepare written report.
6. Director or designee prepares written response to patron.
7. Director gives Library Board a copy of the patron’s complaint with the response.
8. Patron may appeal to Library Board. Decision of the Board is final.

2/23/96; rev. 07/27/04