

Section II: Service Policy

TITLE: Reference Policy**DATE ADOPTED: February 11, 2008****REVISED: July 2014**

Lake Villa District Library encourages the pursuit of intellectual and recreational opportunities and offers resources for these endeavors. We provide a dedicated staff to assist in the location, navigation, and use of materials in response to individual needs and interests. Such assistance often includes guidance on our computer catalog; research assistance; readers advisory; online database training; and technology instruction.

Reference staff is available to assist all patrons. LVDL regards all general and research questions asked by any patron as valid. Reference service is treated with complete confidentiality. All questions will be given equal consideration and will be answered as accurately and completely as possible or referred to an appropriate source within 24 hours. If a question will take more than 24 hours to answer, the patron will be informed. Reference staff strives to use and cite the most accurate and authoritative sources when answering questions and assisting patrons. For liability reasons, reference staff must refrain from offering legal or medical advice.

The following services are available to LVDL cardholders:

- Interlibrary loan – subject to the ILL Policy
- Remote access to selected online databases
- Digital downloads – including ebooks, eaudiobooks, emagazines, and music
- Favorite Authors notification service
- Reserves and holds
- Patron Initiated Book Discussions

LVDL has various collections of material and equipment available to all for in-house use only.