Revised and Approved April 17, 2013

1. Reference service is available to all persons.

2. Reference materials are available for use in the library and online.

3. Reference staff is trained to provide reference service during all hours the library is open.

4. Reference staff is trained in reference interviewing techniques, reader's advisory service, and information retrieval in all formats.

5. Reference service is provided in response to all forms of inquiry including, but not limited to, the telephone, fax, TTY, and e-mail. Requests for materials are limited to five per transaction. Requests for information are limited to three per transaction. Patrons are encouraged to send to or leave their lists with a librarian.

6. Reference questions that cannot be answered with on-site resources are referred to another agency. Referrals are always verified by the reference staff.

7. All requests for information receive an answer or status report within one working day.

8. Names of users and the transactions that occur with the reference staff are confidential and not discussed outside a professional context.

9. The library has a working written Internet Access Policy for the public.

10. The library adopts and adheres to the American Library Association Code of Ethics as stated in the WPL Ethics Policy.

11. The reference staff will assist students with homework questions by directing them to the necessary sources.

12. The reference staff will not interpret legal, tax, or medical information.

13. The reference staff will assist job seekers with application and resume questions by directing them to the necessary resources.

Policies that are required by statute are automatically amended to reflect any changes in said statute.

Website of the Waukegan Public Library revised and maintained by:

Richard Lee, Executive Director

Send comments to **richardlee@waukeganpl.info**