



Reference Policy

The Fox River Grove Public Library is dedicated to helping community members obtain information for their educational, recreational, professional, personal, and reference needs. Library staff members strive to meet this goal by providing quality informational resources and services for all users in an impartial manner.

As defined by the American Library Association, “A reference transaction is an information contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff.” Any Library patron who requests information or materials will be assisted by staff within the limits imposed by: (1) available resources, and (2) policies, practices, and guidelines established by the Library Board.

Staff will not give advice or interpretation of information beyond the scope of their training in library reference work while answering reference inquiries. This includes, but is not limited to, legal, medical, or tax advice. Library staff members encourage and welcome technology questions.

Requests may come from any adult, teen, or child. The Library provides reference in the same way for all patrons, regardless of their ability, age, color, creed, gender identity, marital status, national origin, race, religion, sex, or sexual orientation.

Approved July 2018
