

## **ADULT SERVICES POLICY**

The Beloit Public Library serves the information needs of the community by providing sources of information and assistance in locating information. By providing this assistance, the Library ensures equal access to information regardless of the extent of a customer's knowledge of libraries and/or technology.

The Beloit Public Library's Adult Services staff adheres to the following principles in providing information service to the adult and young adult community:

The Adult Services staff strives to provide the best information for each inquirer. Each question, whether received via telephone, electronically, or in person, is answered as accurately and completely as possible allowing for the time constraints of both customer and staff. The primary objective is to give as much assistance as is practical, drawing on the Beloit Public Library's resources or those of other agencies.

The same standard of information service is available to all residents of the Beloit Public Library's service area regardless of age, sex, race, philosophy, lifestyle or human condition.

Each customer has the right to privacy with respect to information sought or received, or materials consulted. Adult Services staff acts in accordance with these rights.

The Adult Services staff strives to provide pertinent information and reader's guidance without interpreting the facts or drawing conclusions for the customer. This is particularly significant in handling requests for medical, legal, political, and consumer information.

The Library will hire and train staff that has experience and a special interest in serving teens through current Readers' Advisory practices and by providing uncomplicated access to current technology. Social media will be used to reach teens about upcoming programs.

Cooperation with local community organizations, especially schools, to support middle and high school educational goals through targeted tours and other instructional use of the library facility is essential. The Library will partner in and support initiatives, such as the Response to Intervention program, providing support to students not only during the school-year, but also during the summer months.

History: Adopted March, 1987; Revised August, 1994; Revised July, 1997; Revised May, 2000; Reviewed Nov. 2003; Revised October 2006; Revised February 2012