

Library Services Policy

Beloit Public Library serves the information needs of the community by providing sources of information and assistance in locating information, including library service to youth and adults working with youth in order to promote early literacy, personal enrichment, and the lifelong love of reading and learning. 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.

Beloit Public Library's staff adheres to the following principles in providing information service, technology training, and programming to the community:

Staff strive to provide the best information for each inquirer. Each question is answered as accurately and completely as possible using Beloit Public Library's resources and/or resources of other agencies.

The same standard of service is available to all customers 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, and to materials consulted.

Staff strive to provide pertinent information and reader's guidance without interpreting the facts or drawing conclusions for the customer. This impartiality is particularly significant in handling requests for medical, legal, political, and consumer information.

Cooperation with local community organizations - especially schools - to support educational goals through targeted tours and other instructional use of the library facility is essential. The Library will partner in and support local, state, and federal initiatives, providing support to students of all ages.

Library staff strive to provide a pleasant, stimulating atmosphere that includes a knowledgeable staff that make all customers feel their requests are significant and their presence is welcome.

Library staff offer programs and tours that encourage customers of all ages to come to the library.

Young Adult

The Library will hire and train staff that have experience and a special interest in serving teens through current Readers' Advisory practices and by providing uncomplicated access to current technology.

Youth

Staff provide a collection of materials that meets youth (ages 0-12) interests and information needs, stimulates their curiosity, and challenges them to greater achievement.

Staff provide access to materials and programs with a physical facility that accommodates the size and capabilities of youth.

Staff shall have training in, knowledge of, and enthusiasm for literature for youth, including Reader's Advisory skills; the interests and abilities of youth in different age groups; active learning and early literacy skills; and extending library services into the community with an emphasis on youth who need literacy support.

History: Adopted June 2019