

OAK LAWN PUBLIC LIBRARY
BOARD POLICY
REFERENCE SERVICE POLICY

The goals of reference service at the Oak Lawn Public Library are:

- To facilitate access to the library's collections, services and programs.
- To provide qualified staff to assist patrons in accessing information. To use available resources to answer reference questions or to identify resources to help patrons complete homework and in-depth research.
- To acquire materials that meet the informational and recreational interests of the community and to provide instruction in the use of resources to meet those interests.

In serving users, Oak Lawn Public Library librarians adhere to the American Library Association's Code of Ethics (4.10A)

ADOPTED: 09/20/88

Revised: 08/20/13, 08/20/19, 08/17/21