

## Reference Service

The Library offers access to reference services (library staff answering questions, including readers' advisory questions, through the use of information sources) in person, by phone, by fax, and electronically during all hours that the Library is open. All patrons and questions will be treated with equal respect and confidentiality.

The Library seeks to provide complete, accurate answers regardless of the complexity of those queries. Reference questions that the Library cannot answer with the resources it has access to will be referred to appropriate agencies.

While the Library will strive to provide accurate and current information, staff will not be responsible for any inaccurate information obtained. The Library can provide assistance locating information and may help evaluate certain types of Internet sources but apart from readers' advisory will not interpret information, provide definitive analysis, or provide recommendations. This includes but is not limited to medical and legal topics.

## Fee-Based Services

The Library's fee-based service, primarily for genealogical information, shall offer the alternative of staff conducted research for nonresidents who prefer such service when time, distance, or inconvenience precludes their on-site use of the Library. The Library reserves the right to limit or refuse research requests.

## Programming

The primary function of providing programs at the Library is to support the Library's mission statement and to supplement the community's informational, educational, and cultural offerings and resources.

The primary goals of programming are:

- To support lifelong learning
- To acknowledge community expertise, past and present, and to encourage future inquiry
- To showcase and encourage special unique or alternative topics for exploration and investigation, especially with local relevance
- To educate the public about alternative formats of information
- To raise awareness about and advance library services and collections
- To simply enjoy life and have fun

In addition, programming at the Library strives:

- To encourage cooperation and collaboration in our community and beyond
- To provide aesthetic pleasure and develop/heighten the aesthetic sense of our community
- To reach underserved residents in the community
- To enhance the community's perception of the Library

Guiding principles:

- The Library provides uniformly gracious and friendly services to all patrons.
- Library programs are provided free of charge.
- Library programs are located in physically accessible locations. Provisions are made, as needed, to enable persons with disabilities to participate in programs. Patrons are requested to allow sufficient time to arrange the accommodation.
- The Library considers community demographics, special populations, and the availability of programming from other social cultural and recreational organizations in the community when planning and evaluating programs.

The Library affirms and supports its patrons' freedom and responsibility to choose which programs they attend according to their needs, individual tastes, and/or family values. Patrons cannot restrict or interfere with other patrons' freedom to attend programs in any way.

The Library also recognizes the right of Bloomington and Golden Prairie residents to request the reconsideration of library programs. Such requests may be made in writing on the Request For Reconsideration of Library Program or Display form. (See Appendix A, at the end of this document.) The Library will give serious consideration to each opinion expressed.

Upon receipt of a Request For Reconsideration of Library Program or Display form, the Library Director will discuss the request with the appropriate Library staff and will reply to the resident in writing as soon as is practical. No program is automatically canceled because of an objection to it and will remain on the Library calendar and available to patrons during the reconsideration process.

## Appendix A - Request for Reconsideration of Library Program or Display Form

Program Title: \_\_\_\_\_

Program Date: \_\_\_\_\_

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Are you a Bloomington Public Library cardholder? Circle one: YES NO

Request Represents:

\_\_\_\_ Individual

\_\_\_\_ Organization; list name: \_\_\_\_\_

\_\_\_\_ Other; list name \_\_\_\_\_

What brought this program or display to your attention?

What concerns you about the program or display? Please be specific.

What would you like the Library to do about this program or display?

Date: \_\_\_\_\_ Signature: \_\_\_\_\_