

INFORMATION SERVICES POLICY

1. GENERAL POLICY

The Urbana Free Library provides high-quality information services to meet community members' needs to find information, select library materials of interest, use physical and digital resources, and use technology.

2. LIBRARY USER RIGHTS

Information services are available to all Library users regardless of race, color, creed, class, national origin, religion, sex, age, marital status, physical or mental disability, personal appearance, sexual orientation, gender identity, family responsibilities, matriculation, political affiliation, or any other legally protected group status.

Books, magazines, newspapers, reference materials, online databases, local history resources, and public Internet computers are available for use by anyone who visits the Library. Remote access to online databases is available to cardholders of The Urbana Free Library.

The needs of Library users are treated with respect. Names of users and the transactions that occur between users and Library staff are confidential and are not discussed outside the professional context.

3. INFORMATION ACCESS

In addition to in-Library service, the Library accepts and responds to information services requests received via mail, telephone, email, and other electronic means. The Library website informs users about the multiple methods of access to information services.

4. LIMITATIONS

Staff offer professional assistance for information, direction, and entry-level or brief instruction, but staff may need to limit the amount of time and level of response given to those doing in-depth research or needing extensive individual guidance or technology assistance.

Staff use professional judgment in supplying reliable resources, but they do not provide personal interpretations and recommendations especially in the subject areas of law, medicine, consumer information, personal finance, and tax information.

The Library disclaims any liability or responsibility for damages or untoward consequences arising from a person's use of the Library's physical or digital resources or information services.

In supplying information services, Library staff comply with copyright law and other applicable restrictions on the use of Library materials.

Adopted January 12, 2010

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