

**MOUNTAIN VIEW PUBLIC LIBRARY
REFERENCE AND INFORMATION SERVICES POLICY**

POLICY:

The City of Mountain View Public Library offers reference and information services to its customers with the intent of providing general information and supporting lifelong learning. When the Library is open to the public, Library staff provides assistance through the use of print, nonprint, and electronic resources, via telephone, online, and in-person. Library resources are also available on-line 24/7. Library staff provides assistance through the use of print, nonprint, and electronic resources when the Library is open to the public via telephone, online, or in person.

Reference services are available to all customers regardless of age, sex, religion, race, sexual orientation, disability, or socioeconomic status, and every customer has a right to privacy and confidentiality in their library use. This is in accordance with the principles set forth in the American Library Association's Library Bill of Rights and Freedom to Read Statement.

Guidelines

Library staff will:

- Provide accurate, objective information in a timely, consistent manner without judgment.
- Identify relevant and credible sources that relate to the customer's questions.
- Assist customers in locating any reading materials in their areas of interest.
- Provide information directly or through the use of instruction in the use of Library resources to each person.

Conditions

- Only general information can be provided by staff for medical, legal, and tax questions. Staff will refrain from offering advice or answering interpretive questions that are more appropriate for field-specific professionals. These are fields that require special training that public librarians do not have. Referrals may be made to other local resources, such as the Santa Clara County Law Library.

- Technology questions must focus on the use of Library-related technology, including public computers, printers, scanners, Library WiFi, Library apps, and Library electronic resources.
- To ensure equal access and effective service, staff may use discretion in assessing reference needs. Customers who require resources beyond the scope of reference services will be referred to other resources or local agencies.

Customers are expected to follow the rules of the Library's Behavior Policy when utilizing the reference services of the Library.

LIABILITY STATEMENT:

The Library is not liable for any damages resulting from the use of information used in the Library or provided by the Library or Library staff. The Library is not responsible for the accuracy of the information contained in the sources it owns, or provides online links to, or of information it provides from any other sources.

ATTACHMENTS:

- American Library Association's Library Bill of Rights
- Freedom to Read Statement

Adopted by the Board of Library Trustees: November 21, 2005

Revised: May 24, 2024