

Information Services Policy

The Stickney-Forest View Public Library strives to offer its patrons the highest level of service possible. To achieve this goal, the Library ensures that trained staff members are available during all hours that the Library is open to provide accurate answers to any Library patrons' questions.

Standards

The Stickney-Forest View Public Library District adheres to the American Library Association Bill of Rights, American Library Association Code of Ethics and meets the reference standards established by the Illinois Library Association.

Staff will provide service to all users on an equal basis regardless of race, national origin, age, gender, sexual orientation, background, appearance, physical or mental abilities, income, person view of the customer, the subject matter being researched or the purpose of the inquire. The informational needs of every library patron will always be taken seriously and facilitated with objectivity, respect and confidentiality. Library staff will assist patrons until questions are answered to the best of their ability, or until the patrons are referred to another agency for further assistance

Library staff are available to assist all patrons but may not be able to provide extended one-on-one support, especially for technology-related help. To ensure fair access for everyone, assistance is limited to 20 minutes per patron per day. If a patron needs further assistance, staff may schedule an appointment to work with the patron.

Providing advice and suggestions for recreational reading is an essential service in public libraries. Each patron's reading tastes will be taken seriously and without judgment, however when performing Reader's Advisory services, personal interpretation and recommendation are unavoidable.

Scope of Service

Inquiries will be accepted in-person, by mail, by telephone or electronically. In-person inquiries will be given priority when received simultaneously with other requests. Staff will cite sources of information given, however the accuracy of the resources is the responsibility of the source and not the library. All available sources, including but not limited to print materials, periodicals, electronic databases, and authoritative websites and government agencies may be consulted. Citations to sources of information will be provided if requested.

Certain types of assistance are beyond the scope of the library's service capacity:

- Legal, medical, financial, copyright or tax information/advice.
- Any application that requires personal confidential information such as online forms, account information or medical information.
- Patent, trademark or other in-depth research.
- Appraisals of books, works of art, coins or other collectibles.
- Editing, critiquing or proofreading of documents including but not limited to resumes, school assignments or letters will be performed on a limited basis.

Photocopy/Scan/Fax

The Library offers photocopying, faxing and scanning of documents via a self-service machine in the main room of the library. Library staff will provide assistance should a patron need help.

The Library assumes no responsibility for content that is copied, faxed or scanned using this machine. The Library is not responsible for any damage or loss of data or consequent damages arising out of the use of this machine. Patrons are responsible for all copies made, and the Library will not issue a refund for incorrect copies.

The Library does not condone or accept the use of these services for any unlawful purpose. Patrons are required to observe and obey all relevant copyright laws.

Tutoring

The Library, in its mission to support the educational needs of its patrons, permits tutoring on the premises in accordance with this policy.

Meeting rooms may be reserved for tutoring in the same way and according to the same policies that they may be reserved for other patron uses. The Library takes on no responsibility for the relationship between the tutor and the student. The Library will not endorse the charging of fees, and will not be involved in the exchange of money. Further, the Library does not sponsor, recommend or assume liability or responsibility for the work and/or activities of tutors who use the Library space. Tutors may not publish or distribute advertisement or letters identifying the Library as their place of business or imply the Library sponsorship of their activities. Tutors also may not solicit Library patrons in the Library.

Tax Forms

The Library is committed to assisting Library users in locating all necessary resources to complete federal and state income tax filings. The Library will provide users with pre-printed copies of the most widely used state and local income tax forms. If forms are not available, staff will assist in locating forms and print at no charge. Free printing does not include instruction booklets.

Staff will provide navigational help to tax websites, locating specific forms and referrals to other organizations to address tax-related needs. Staff will not answer or give tax advice related to tax questions. Staff will not handle confidential information, assist with completion of forms or make recommendations about what form(s) a patron needs to file.



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