

City of Lubbock, TX
Library

Administrative Policies and Procedures

Subject: Public Service **Effective Date:** 01/01/04

Approved by: 
City Manager **Revised Date:** 06/06/08


Assistant City Manager


Executive Director


Library Director

Applies to: Library Patrons/Staff

Policy: Library services and materials are available to all regardless of the age, race, sex, social, or economic status of the patron, and are available during all hours the library is open.

Roles and Responsibilities: *Library Director/Supervisory Staff*

- Ensures staff receives training on public service policy and procedures.

Procedures: *Timeliness/Referrals*

- All requests for information receive an answer or status report within one working day.
- Names of users and the transactions that occur between users and the staff are confidential and not discussed outside a professional context.
- Library staff treats all patrons equitably and does not give preferential treatment to any individual or group.

- Reference and information services are provided in response to all forms of inquiry including but not limited to patrons in the library, by telephone, letter, and email. The inquiries of patrons using the library **in person** are given the highest priority.
- Questions that cannot be answered with onsite resources are referred to another agency. Such referrals are verified and/or mediated by library staff.

Restrictions

- In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with a professional from the above listed field for additional information or advice.
- If requested, reference materials regardless of format may not be removed from the library without written authorization from the public services manager, branch manager, or person in charge.

Checks and Balances:

Library supervisory staff ensures that policy and procedures are being followed through training and observation.