POLICY FOR PROVIDING LIBRARY SERVICES – EXTENTS AND LIMITATIONS

A. To provide timely and equal service to all library users, reasonable limits must be placed on the extent to which services can be provided to an individual user.

B. Staff members will make BCPL’s resources including books, audiovisual materials, the Internet, and subscription services available to all users.

C. Library staff members will access reference and circulating materials as well as the Internet and any BCPL subscription services to answer a reference query.
   1. Staff members will not continue to research a query once BCPL resources have been exhausted, unless the library user can provide additional helpful information.
   2. Further outside consultation by telephone, e-mail, letter, or interlibrary loan must be done by the library user. The staff can recommend methods of further research, but the staff will not perform this research.
   3. The staff cannot make long distance telephone calls to other libraries on behalf of the library user.

D. Staff members will assist a library user in the use of BCPL computers and software, but the library user must complete his/her own research, report, or correspondence.

E. Children’s Services staff members will assist a library user in opening/beginning computer applications or using educational games computers. The staff member will not teach how to use a program or play a game beyond showing the user the basic game start-up. A staff member will not serve as a partner in playing a game with the library user.

F. Staff members can read material to a library user whose eyesight or level of literacy prohibits the user from being able to read this information himself/herself.

G. Staff members have the discretion to limit or deny interlibrary loan requests for a library user who:
   1. Has long overdue materials
   2. Refuses to sign the form for agreement to pay photocopying costs.
   3. Or has abused interlibrary loan privileges in the past by failure to claim or return loaned materials within the allotted loan period.
H. Library staff members cannot do the following:
1. Create or send personal correspondence for a library user.
2. Create a resume for a library user.
3. Post e-mails, auctions, or any communications on the Internet on behalf of a library user.
4. Compile reports for a library user.
5. Compile family genealogies for a library user.
6. Provide evaluations or interpretations of medical, legal, tax, political, or religious information.
7. Teach a library user a specific craft, language, or other skill.
8. Do homework for a student.
8. Assist in completing contest entries for a library user.

I. Staff members can set aside books on a particular topic from which a teacher can choose items for checkout, but the staff will not select classroom collections.

J. The staff will not save discarded newspapers, magazines, or books for any individual or organization.

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