

## BARTHOLOMEW COUNTY PUBLIC LIBRARY

### 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.

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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.
5. Provide evaluations or interpretations of medical, legal, tax, political, or religious information.
6. Teach a library user a specific craft, language, or other skill.
7. 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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