

**8A | Reference and Reader's Advisory****Revised:** 4/10/19**Purpose**

To meet the information needs of the Roselle community, the Library employs qualified professional staff tasked with reference and reader's/viewer's advisory responsibilities during all hours the Library is open to the public – in person, via telephone, and electronically. Additionally, the Executive Director will ensure all such Library staff are equipped with adequate resources and equipment in order to provide these services.

**Guidelines**

Any person requesting reference and reader's/viewer's advisory services, while also abiding by all existing policies governing conduct and use of the Library, shall receive those services.

There may be time constraints or issues related to resources and equipment, but all requests received shall be attended to in as timely a manner as is practicable.

In the case of reference and reader's/viewer's advisory requests related to legal, medical, tax or financial topics, Library staff are not available to consult or offer advice or interpretations on such topics, and will strongly advise requesters seek outside professional guidance.

All reference and reader's/viewer's advisory requests shall be handled professionally and confidentiality shall be maintained.

**Related Policies:**

Conduct & Code of Conduct  
Confidentiality of Records

**Adopted:** 5/14/97**Revised/Reviewed:** 7/11/12, 10/12/11, 11/8/06, 11/8/00