



BERWYN PUBLIC LIBRARY

Berwyn Public Library Information Services Policy

Philosophy

The Berwyn Public Library supports our community by providing an accessible environment for learning, enlightenment, and enjoyment where diversity is celebrated and connections are created. The Library strives to provide quality informational resources and services for users of all ages.

Standards

The Berwyn Public Library adheres to the 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, personal view of the customer, the subject matter being researched or the purpose of the inquiry. Staff will respect the confidentiality of the question and the identity of the user. If necessary, staff may consult with each other, staff at other libraries, agencies and/or organizations. Non-resident users will receive the same level of service as residents unless the request proves to be beyond the scope of the available resources.

The goal of the Berwyn Public Library is to provide patrons with accurate information in a timely and efficient manner. Staff strive to provide information while also guiding and instructing patrons in the use of available library resources.

Collections

The Berwyn Public Library provides print and electronic materials of a popular nature targeted to a general audience. Staff use a variety of both professional and popular review resources to ensure the currency, accuracy and completeness of collections.

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. Information, along with citations if requested, will be provided within one working day when possible.

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



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When the staff of the Berwyn Public Library cannot provide assistance, a referral will be made to appropriate resources.

Proctoring

As part of its mission to support lifelong learning, the Berwyn Public Library provides proctoring services for students enrolled in distance education courses, and for testing required for career advancement. This service is not limited to Berwyn residents. There will be no financial compensation for proctoring. Exams may be on paper or online. The library will provide monitoring, but cannot guarantee one-on-one proctoring or continuous, uninterrupted monitoring of exams. Library Reference Staff will conduct the proctoring. Several staff members may be involved in proctoring, and the library cannot guarantee that the same staff member will be available during the entire test period. Students are responsible for determining whether the library's level of supervision matches the requirements of their institution.

Scheduling

Exam proctoring must be scheduled with a member of the reference department, and is subject to the availability of staff and appropriate space. The library will make every attempt to meet the needs of the student, but proctoring may be cancelled if the library is closed due to inclement weather or other emergencies, including computer malfunctions or severe staffing shortages.

Student's Responsibilities

It is the student's responsibility to ensure that the exam has arrived in time. Photo identification, such as a driver's license or school ID card, must be presented at the time that the exam is taken and must match the name on the exam materials.

Returning Completed Exams

The school or the student is responsible for providing a properly addressed envelope with sufficient postage for returning the exam to the school. The library is unable to provide overnight delivery service. Testing materials will be handled in the same manner as all other library mail. Staff is not able to make special trips to the post office or arrange for pickup by delivery or mailing services. The library cannot assume responsibility for completed exams that are not received by the educational institution