Shorewood-Troy Public Library

Reference and Reader's Advisory Policy

Approved by the board 2/9/17; Revised 4/23/2025

The Shorewood-Troy Public Library welcomes and encourages the use of its services and facilities by all patrons. Our staff is committed to the Library's mission statement: "Building Community Through the Joy of Reading, Learning, and Exploring!"

In order to support reading, learning, and exploration, the Library fully staffs the Reference and Readers' Services Desks of both the Adult & Teen Department, plus the Children's Services desk every hour the Library is open. The Library Administration and Board also fully commit to supporting the ongoing professional development for the Library's staff on new technology and skills.

Our Staff:

- Respects the information and entertainment needs of every patron and treats it with care and confidentiality.
- Every patron's reading taste will be taken seriously and without judgment. However, when performing Reader's Advisory Services, it can be subjective and open to personal interpretation. Our staff will make every effort to take the time and patience to work with patrons until they are happy.
- Staff does not discriminate with respect to providing services based on age, gender, race, sexual preference, gender presentation, disability, economic class, or appearance in providing services.
- Staff replies to all requests for information from patrons in person, by phone, mail, various social media, and email. All requests for assistance are provided on a first-come, first-served basis, with priority given to in-person requests.
- Very detailed requests may take longer, with every effort to turn around a response within 48 business hours.
- The Library does take patron requests for book purchases, as budget allows. Books must be currently in print and not a textbook.

Please understand that our Staff:

- Are not legal experts, medical experts, or tax experts. We cannot give patrons any help, guidance, or advice in law, medicine, or taxes.
- Will be happy to guide you to books in the areas of religion or politics, but will not discuss religion or politics with patrons on work time.

- May request that you utilize the Book-A-Librarian service for particularly difficult reference questions or technology training, so that they can dedicate the correct amount of time to your question.
- Cannot provide typing, translation, or editing/proofreading of document services.
- Cannot guarantee that they will be the only reference librarian that you will work with. Staff work rotational shifts on service desks.