Policy Statement

Any staff member may assist patrons with basic reference inquiries. Librarians are available for assistance with devices, websites, and databases; reader's advisory; in-depth questions; and referrals to outside agencies.

Confidentiality

The library recognizes that its records identifying the names of library users with specific materials, computer database searches, interlibrary loan transactions, reference queries, requests, or other specific uses of the library are confidential in nature. All staff are expected to honor the confidentiality of reference questions.

Access

A librarian is available to assist patrons every day the library is open. A librarian may not immediately be available to provide assistance, but patrons may schedule an appointment to guarantee a librarian is available to assist them.

The library will provide reference service to all its patrons on an equal, nondiscriminatory, and nonjudgmental basis without regard to the race, national origin, age, gender, sexual orientation, background, appearance, or personal view of the patron making the inquiry of the subject matter being researched. Patrons do not need to be registered East Moline Public Library cardholders to use library facilities, reference materials, or reference services.

Book-A-Librarian

Patrons may request an appointment with a librarian for a maximum of sixty minutes, two times a month. They may submit a request by phone at 309-755-9614 ext. 113, emailing at reference@eastmolinelibrary.org, or through the website. It is recommended that patrons book an appointment for in-depth inquiries, job application assistance, and device assistance.

Disclaimer

Library staff are not legal, medical, or tax professionals and cannot assist with questions on these topics. Some questions or topics will lead to referral to other agencies. Staff cannot fill out forms, prepare documents, or perform tasks on the patron's behalf. Staff cannot repair devices and are not liable for device damage.