Policy 3007 Standards of Public Service

Warren-Newport Public Library District
Lake County, Illinois
Board of Trustees

The Board of Trustees affirms that the Warren-Newport Public Library (WNPL) is a forum for information, ideas, and opportunities, and that the following guidelines provide a framework for WNPL services.

ARTICLE 1. SERVICES TO ALL USERS

WNPL provides uniformly courteous and friendly service to all users. Library patrons, both adults and children, have a right to:

- receive prompt, efficient, and confidential service from all library staff;
- access information about the collections and services available in and through the Library;
- seek reference and reader's advisory services in person, by phone, or online;
- use a collection of materials that while not exhaustive, is responsive to community needs (See Policy 3015 Materials Selection);
- suggest new materials and services;
- borrow materials from other libraries when that material is beyond the scope of the WNPL collection (See Policy 3025 Interlibrary Loan);

- attend educational and cultural programs that are consistent with the Warren Newport Public Library District (WNPLD) mission;

- experience a clean, welcoming environment with both areas for quiet study and areas for collaboration; and

- receive a response or referral to complaints/problems and inquiries within seventy-two (72) hours, whenever possible.

ARTICLE 2. SERVICES TO USERS WITH DISABILITIES OR ACCESSIBILITY SPECIAL NEEDS

Section 2.01 ADA Compliance

The WNPLD Board of Trustees strive to comply with the Americans with Disabilities Act of 1990 (ADA), including Web Content Accessibility Guidelines (WCAG) Version 2.1, Level AA, and the ADA Amendments Act of 2008 (ADAAA). The Executive Director is responsible for the ADA compliance of WNPLD.

Section 2.02 Accommodations

In addition to services offered to all patrons, WNPLD provides reasonable accommodations to patrons with disabilities or other accessibility needs to ensure meaningful access to library materials, programs, and services.

Patrons seeking accommodations shall provide advance notice by contacting the Executive Director, Ryan Livergood, at 847-244-5150, extension 3008, between 10:00 a.m. and 4:30 p.m., or by email at rlivergood@wnpl.info, at least two (2) weekdays prior to the anticipated visit or event. Specific requests will be referred to the appropriate department as needed.

Section 2.03 Problems with ADA Compliance

ADA compliance problems will be handled in the following manner:

1. Any complaint, dissatisfaction, or dispute regarding ADA compliance must be submitted in writing and addressed to the Executive Director. Staff will assist with the submission if requested.

2. The Executive Director will add the complaint to the agenda of the next available Regular Meeting of the WNPLD Board of Trustees and will present the complaint at that meeting.

3. The Board of Trustees will provide a written response to the complainant within forty-five (45) days after the meeting at which the complaint is presented.

ARTICLE 3. STANDARDS

WNPLD Policy 3001 Access to Materials is based upon the principles set forth in the American Library Association's *Library Bill of Rights*, its Interpretations, the Freedom to Read Statement, and the Freedom to View Statement. (See Policy 3001 Access to Materials)

WNPLD adopts and adheres to the American Library Association's *Code of Ethics*. (Exhibit A)

WNPLD adopts and adheres to the Illinois Library Records Confidentiality Act [75 ILCS 70] in maintaining the confidentiality of patron records. (See Policy 3005 Confidentiality)

Adopted: July 11, 2006
Reviewed/Revised: May 21, 2013; August 16, 2016; March 19, 2019; March 15, 2022; March 16, 2026

American Library Association Code of Ethics

The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover a particular situation. Ethical dilemmas occur when values are in conflict.

ALA's Code of Ethics is the responsibility of the Committee on Professional Ethics (COPE). The Code of Ethics is the document that translates the values of intellectual freedom that define the profession of librarianship into broad principles that may be used by individual members of that profession as well as by others employed in a library as a framework for dealing with situations involving ethical conflicts.

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.

V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

IX. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.