

## Illinois Public Library Standards: Information Services

Information services include circulation, reference, reader's advisory, and technology assistance and instruction. Circulation activities may include library card registration, check-out and check-in of materials, management of patron accounts, hold placement, and interlibrary loan. Reference services primarily focus on answering informational questions, whether for school research projects, personal interest, or daily life needs. Reader's advisory encourages the use of collections for recreational purposes, including the suggestion of books and other media through one-on-one conversations, booklists, displays, and other means. Technology assistance and instruction may range from basic internet access, to device assistance, to computer classes, to high-tech digital media labs. These activities may be performed in separate departments or provided at a variety of service points using a range of service models.

In addition, information services may include referral to social service agencies, which, for some libraries, may mean branching into social work services. It may also include facilitation of the use of library spaces like meeting and study rooms and maker spaces. Libraries may opt to provide other services, such as notary, passport applications, or license plate renewal.

STANDARD	CORE	INTERMEDIATE	ADVANCED
<b>1</b>	All basic information services are available when the library is open. These include: circulation, reference, reader's advisory, and technology assistance (including with personal devices) either through brief transactions or longer 1:1 sessions.	If the library provides additional information service offerings (e.g., notary, passports, digital media lab, maker space), an adequate number of trained staff are available to assist patrons in these areas.	
<b>2</b>	Staff provide accurate, timely, and courteous service.		
<b>3</b>	The library has policies that guide the provision of information services, such as a Circulation Policy and Reference & Reader's Advisory Policy.	If additional services are offered, such as notary, passports, digital media lab, or maker space, the library has policies and/or clear procedures guiding their use.	

<b>4</b>	Staff have access to appropriate technology (e.g., phones, computers, work email, printers, scanners) to receive and respond to patron inquiries.	The library provides a variety of self-service information service resources via its website or library apps 24/7.	The library provides information services by chat or phone outside of the hours the library is open.
<b>5</b>	Staff are familiar with all the library's offerings and other resources available to answer patron queries (e.g., print media, online subscription resources, reliable free internet sites, governmental and nonprofit agencies, local history materials).	The library provides staff who specialize in areas of information services (e.g., children's, teen, or adult services, or specific subject areas, such as business or technology).	
<b>6</b>	Staff are aware of local and statewide agencies as resources to which they can refer patrons in need.	The library hosts representatives of local and statewide agencies to provide information about their services and/or meet with the public within the library space.	The library may go beyond basic referrals to social service agencies by providing services by social workers or social work interns.
<b>7</b>	Staff recognize the wide array of individual information needs within the community and strive to offer services for all.	The library provides opportunities for staff to expand their knowledge and sensitivity in providing information services to all people.	The library employs staff with expertise in services specific to the needs of the community it serves (e.g., individuals with dementia or autism or people experiencing homelessness).

<b>8</b>	The library seeks to eliminate barriers to services and information access (e.g., fines and fees, age restrictions).	In multilingual communities, the library strives to provide information services in languages relevant to patron needs.	In multilingual communities, the library employs staff who speak languages relevant to patron needs or contracts interpreting services to supplement staff's multilingual expertise.
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