

# Information Policy

## Portland Library

The Portland Library serves patrons of all ages and circumstances with equal attention and with sensitivity to their particular needs. The library staff shall provide information irrespective of personal bias and shall treat all inquiries as confidential.

Library staff shall strive to answer all inquiries with timely, accurate and complete information to patrons, whether requested in person, via digital communication, or over the telephone. Staff shall provide patrons with information and referrals to resources outside the library and shall make patrons aware of resources both within and outside of the library, including the consortia collections.

The Library will anticipate fulfilling information needs of its community and will strive to provide effective resources to meet those needs.

During all hours that the library is open, the staff shall serve as the link between the library resources and the individual in pursuit of information.

Digital information resources will be available through the internet to fulfill patron needs at all times including days and hours the library is not open

Instruction in using online and print resources is offered during scheduled sessions and as needed.

In the instance of inquiries concerning financial, medical, or legal information, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. Patrons will be advised to consult with a professional from the above listed fields for additional information or advice.

See also policies for information resources and the collection:

Access to library materials

Computer use

Intellectual Freedom

Approved by the Library Board of Directors August 16, 2018