

II. SERVICES OF THE LIBRARY

- A. The number one objective at Whitman County Library is friendly, top quality customer service.
- B. The library staff provides guidance and assistance for people to obtain the information they seek in a variety of formats. See Reference Policy (Appendix I.)
- C. The library provides information and materials to help people to equip themselves for useful occupational and practical affairs; to increase their competence to form sound judgments; to increase their understanding and appreciation of their cultural heritage; and to promote personal and social well-being.
- D. The library initiates programs, promotes exhibits and provides other guides to stimulate the use of library materials for the enlightenment of people of all ages. Requests for program sponsorship are evaluated by the Director or designee.
- E. The library cooperates with other community agencies and organizations in ways that meet the mission of the library.
- F. The library accepts a responsibility for securing information beyond its own resources by:
 - 1. Collecting information about and listing for referral, resources of agencies, institutions, organizations, and individuals in and beyond the community both in print and online. Whitman County Rural Library District cannot accept responsibility for the accuracy of these print or online resources.
 - 2. Borrowing materials for patrons through interlibrary loans that are not owned by the library and which can't be purchased, or materials for which the demand does not justify purchase.
 - 3. The library adheres to the policies and procedures set forth in the Interlibrary Loan Policy.
- G. The library will lend to other libraries upon request, adhering to the policies and procedures set forth in OCLC policies.
- H. The library endeavors to maintain a balance in its services to all age groups.
 - 1. The public library cooperates with, but cannot perform the function of school and other institutional libraries which are designed to meet curricular needs. The library endeavors to assist school libraries in the proper performance of their function whenever possible. Special borrowing privileges for teachers are allowed as long as such loans do not weaken the collections available to the public. The children's department conducts classroom visits, gives library instruction at the headquarters branch in an effort to promote full use of the public library.
 - 2. Other groups, such as physically or mentally challenged, will have the opportunity for equal access to library programs and services.
- I. Library services are provided during the hours which seem to best meet the needs of the community and through service outlets located at points of maximum convenience to the public.
- J. Periodic review is made of library service to determine whether the needs of the community indicate that present services should be altered in any way.

- K. The library may charge such fees or impose such penalties as it deems necessary to assure fair use of its services or to ensure the return of borrowed materials.