

STAFF SUPPORT TO PATRON POLICY

- The Kidder County Public Library strives to provide insightful, friendly, and helpful service to our patrons, including reference, reader's advisory services, assistance in locating and checking out materials, and using the technology and materials available at the Library. Our goal is to empower patrons through education and the support they need to learn new skills and make informed choices.
- Library staff do not have medical, legal, tax, or other professional services training and are prohibited from offering advice in those or other areas best served by trained professionals. Library staff may only assist patrons in locating information about those services and providers and may not recommend specific service providers.
- Patrons should not share personal, private, or financial information with library staff, and library staff should maintain patron privacy by avoiding situations in which such information is viewable.
- Library staff may assist patrons with accessing computer programs, offer instruction on using computer programs, and answer questions about program functions. Staff may not prepare finished materials for patrons such as filling out forms and applications, typing documents, or formatting graphic materials such as flyers, invitations, or business materials.
- Library staff may assist patrons in scanning or copying materials at the printer/copier. If patrons have a large amount of copying, they should receive instruction on how to use the machine so that library staff is free to assist other patrons.
- Assistance by certain library staff members is not guaranteed, nor should it be expected.

Adopted October 2023