**Section 3010.210 Reference Service**

a) Bibliographic instruction is available to any patron.

b) Ready-Reference Service is provided to all patrons.

c) Research Service is provided to officials and employees of State government for work-related assignments.

d) Officials and employees of State government conducting non-work related inquiries and members of the general public who are in need of in-depth reference services will be referred to their local public, academic, or institutional libraries. Individuals engaged in these inquiries may avail themselves of the resources of the State Library for independent study and may request bibliographic instruction as may be necessary to utilize the State Library's resources and collections. State Library staff will provide guidance and suggestions on specific resources and libraries that may be of use to the patron.

(Source: Amended at 36 Ill. Reg. 3217, effective February 16, 2012)