

The staff of the Montvale Public Library would like to serve our community and assist our patrons with all things library and information related.

However, there are some things that we CANNOT do for our patrons:

Give medical advice: While we can direct you to health information, we cannot diagnose illnesses or recommend treatments.

Offer legal advice: We cannot interpret laws or advise you on legal matters.

Provide tax preparation services: Librarians are not qualified to assist with complex tax forms.

Guarantee the availability of any specific item: While we will try our best to locate items, the library may not always have the exact book, article, or DVD you're looking for.

Do your research for you: We can guide you through the research process but cannot complete your assignments or projects for you.

Solve personal problems: While library staff can offer a listening ear and direct you to relevant resources, we cannot provide personal counseling.

Privacy restrictions: Librarians are not allowed to see your password/ credit card information/ bank account/ social security number, etc. for security reasons.

Password reset options: If you forgot your password, we can guide you through the reset process but cannot do it for you.

Contacting support: If you are still having trouble, the librarian can direct you to the appropriate contact to help with password issues.