

POLICY 4.3.2

**BIBLIOTHÈQUE PUBLIQUE DU CANTON DE RUSSELL
TOWNSHIP OF RUSSELL PUBLIC LIBRARY**



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| Policy type : | Operational Policy |
| Policy title : | Information Services Policy |
| Policy number : | 4.3.2 |
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PURPOSE

The Library's information services link people with the resources they require to fulfil their informational, educational, cultural and recreational needs. The purpose of this policy is to ensure the delivery of high quality, responsive and accessible information services and to guide library staff who provide these services.

GUIDELINES

1. All customers seeking information will be treated equally, with respect and courtesy, regardless of sex, age, ability and ethnicity.
2. Library staff members will respect and protect the confidential and private nature of all requests for information.
3. Library staff members will be guided by the principles of intellectual freedom as defined in Article 19 of the United Nations Universal Declaration of Human Rights.
4. Library staff members will answer all reference questions efficiently, accurately and as completely as possible. They will provide the highest quality of service possible consistent with available time and resources.
5. Information services are available during the Library's regular business hours and delivered by trained Library staff.
6. Library staff members will be encouraged to continuously develop their information services competencies and skills by attending workshops and other training opportunities.
7. The Library is committed to meeting the needs of customers with disabilities and will provide alternate formats and communication devices upon request. Assistance retrieving resources from the shelves will be provided upon request.
8. Library staff members are facilitators in search strategies and information tools.
 - 8.1 Customers will be encouraged to take an active role in locating information and using resources to empower independent discovery and solutions. Staff members will not complete a full research project for a customer.
 - 8.2 Staff members will not interpret or apply the information the customer has received at the Library. They will not provide personal opinions, analysis or interpretation of information. Customers will be encouraged to seek professional guidance.
 - 8.3 Staff members will not complete print and online applications or financial transactions on behalf of customers.
9. The Library does not offer a paid research service.
10. The Library does not provide in-depth genealogical research services to customers. However, staff members may answer genealogical questions received from clients who are not able to visit the library in person, if the query involves searching the Library's own genealogical database not available online.

11. Library staff members will make every effort to fulfill information requests using Library resources before referring customers to external sources. However, if the information requested cannot be found using Library resources, customers will be referred to other libraries, agencies and/or community resources.
12. Service priorities
 - 12.1 Service to the public has priority over all other staff duties and is generally based on a first come, first serve basis.
 - 12.2 The level of information services will depend on the number of customers requiring assistance and available staff resources at any given time.
 - 12.3 During peak times and/or limited availability of staff, customer requests will be responded to in the following priority:
 - a) in person
 - b) on the telephone
 - c) electronically (email, through social media sites, etc)
 - d) by regular mail
 - e) through the interlibrary loan network
 - 12.4 Staff members may record customer information requests and respond within an agreed upon timeframe or transfer the request to another staff member.

TYPES OF INFORMATION SERVICES

1. **Quick Directional and Reference Questions:** Questions that require short and easy answers. The answers are readily accessible at the service desk or through a quick electronic search.
2. **In-depth Research:** Questions that require a lengthier search and involve the use of a variety of resources to arrive at an appropriate outcome.
3. **Readers' Advisory:** Answers to questions that strive to connect customers with the authors, subjects and formats they enjoy.
4. **Technical Queries and Assistance:** Staff members will respond to quick technical queries and will provide technical assistance on the use of Library equipment, devices, software, applications, wifi services and catalogue. This may also include assistance with personal devices, equipment and software.
5. **Technical Training :** Staff members will assist customers in developing technical competencies and will provide more detailed technical training on the use of library resources, equipment, devices, software and applications. Depending on the complexity of the instruction required and the availability of staff, this service may require booking an appointment in advance.
6. **Library Orientation:** Staff members will familiarize customers and provide an introduction to the services and resources available at the Library.
7. **Access to Material:** Staff members will help customers locate the items they are looking for.

STATISTICS, OUTCOMES AND FEEDBACK

To assess and evaluate information services and to comply with the requirements of the provincial Annual Survey of Public Libraries, statistics, stories and outcomes will be recorded daily, tabulated monthly and analyzed.

REFERENCES

United Nations Universal Declaration of Human Rights, Article 19.