

## Information Services

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The Port Colborne Public Library's information services link people with resources to fulfil their informational, educational, cultural and recreational needs. This policy describes information services at the library and guides library staff when answering reference questions.

1. All users seeking information will be treated equally regardless of sex, age, ability, and ethnicity. The library will provide welcoming spaces and library services to Indigenous peoples and share elements of First Nations culture with non-Indigenous persons.
2. The library will provide welcoming spaces and library services to Indigenous peoples, and share elements of First Nations culture with non-Indigenous persons. **See FN-05 Respect and Land Acknowledgement Statement and FN-06 Diversity and Inclusion Policy.**
3. The staff will respect and protect the confidential and private nature of requests for information.
4. The staff will answer all reference questions efficiently, accurately and as completely as possible and will be guided by the board's policy on Intellectual Freedom (FN-04). All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.
5. Library staff will assist the user in finding information and will provide instruction on how to use library resources based upon the user's needs. Staff provide the following services:
  - a) **Quick reference:** These questions can usually be answered immediately using library and online resources.
  - b) **General reference:** These questions usually require a more in-depth process to arrive at a complete answer **and may as a result require a mutually agreed upon timeframe to complete.**

6. If it is not possible to find an answer using the library's own resources, library staff will refer users to the inter-library loan service, other libraries, agencies and community resources.
7. The extent of individual service to each person will depend on the number of users needing to be served. The following priorities will apply:
  - 1<sup>st</sup> priority:** requests presented in person
  - 2<sup>nd</sup> priority:** requests presented by telephone/voice mail
  - 3<sup>rd</sup> priority:** requests sent in by mail/fax/e-mail
  - 4<sup>th</sup> priority:** requests received via the interlibrary loan network
8. **Print and electronics reference collections are maintained by library staff with a focus on the currency and relevancy of the material, and in accordance with Port Colborne Public Library **OP-04 Collection Development Policy**.**
9. To assess and evaluate information services, and to comply with the requirements of the Annual Survey of Public Libraries, statistics on reference questions will be kept and analyzed.

#### **Related Documents:**

- Port Colborne Public Library. OP-01: Privacy, Access to Information & Electronic messages under CASL
- Port Colborne Public Library. OP-04: Collection Development Policy
- Port Colborne Public Library. FN-04: Intellectual Freedom Policy
- Port Colborne Public Library. FN-05: Respect and Acknowledgement Declaration Policy
- Port Colborne Public Library. FN-06: Diversity and Inclusion Policy