

Madawaska Valley Public Library Policy Manual

Policy Type: Operational

Policy Number: OP-16

Policy Title: Information Services

Initial Approval Date: May 2023

Review Date: 2026

Objective

To describe information services at the Madawaska Valley Public Library (the Library) and to guide library staff when answering reference questions.

Scope

The library's information services link people with resources to fulfil their informational, educational, cultural and recreational needs.

1. All clients seeking information will be treated equitably.
2. Staff members will respect and protect the confidential and private nature of requests for information.
3. Staff members 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.
4. Staff members will assist the client in finding information and will provide instruction on how to use library resources based upon the client's needs. The staff members provide the following services:
 - a) **Quick reference:** These questions can usually be answered immediately using directories, almanacs 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.
5. Staff members will refer clients to the inter-library loan service, other libraries, agencies and community resources, if it is not possible to find an answer using the library's own resources.
6. The extent of individual service to each person will depend on the number of clients needing to be served. The following priorities will apply.
 - 1st priority - requests presented in person
 - 2nd priority - requests presented by telephone/voice mail
 - 3rd priority - requests sent in by mail/e-mail
 - 4th priority - requests received via the interlibrary loan network
7. 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.

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Related Documents:

Policy Number **OP - 01**

Protection of Privacy and Access of Information Policy

Policy Number **FN - 03**

Intellectual Freedom Policy

Policy Number **FN - 04**

Respect and Acknowledgement Declaration

Policy Number **OP - 09**

Use of Internet and Electronic Media Policy