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# Callander Public Library

## Information Services Policy



Policy Type:	<b>Operational</b>	Initial Policy Approval Date:	<b>Jan. 17, 2024</b>
Policy Title:	<b>Informational Services</b>	Last Review/Revision Motion:	
Policy Number:	<b>OP-16</b>	Last Review/Revision Date:	
Initial Motion:	<b>2024-01-03</b>	Year of Next Review:	<b>2026</b>

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### Purpose:

The Callander Public Library’s information services connect 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.

### Policy Statement:

1. All users seeking information will be treated equitably and with respect to meet their individual needs.
2. The staff will respect and protect the confidential and private nature of requests for information.
3. The staff will answer all reference questions efficiently, accurately, and as completely as possible and will be guided by the board’s *Intellectual Freedom Statement GOV-04*. All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.
4. The staff will assist the user in finding information and will provide instruction on how to use library resources based upon the user's needs. The staff will 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.

5. If it is not possible to find an answer using library or online resources, staff will refer users to the inter-library loan service, other libraries, agencies, and community resources.
6. 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
7. Print and electronic reference collections are maintained by library staff with a focus on maintaining relevant and current material, and in accordance with Callander Public Library *Collection Development Policy OP-01*.
8. 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:**

Callander Public Library *OP-01 Collection Development Policy*

Callander Public Library *GOV-04 Intellectual Freedom Statement*

Callander Public Library *OP-07 Privacy, Access to Information and Electronic Messages under CASL*