INFORMATION SERVICES

1. Introduction

1.1. The Library will develop and maintain a range of accurate, current information resources which will be managed by staff who are trained to provide quality information services. Information services will be available to all patrons upon request and without discrimination.

1.2. All patrons seeking help at the Library will be greeted in a friendly manner and regardless of sex, age, ability and ethnic background will be treated equally, with respect and courtesy.

1.3. All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.

2. Types of Service

2.1. **Directional**
Staff will provide information on hours and Library services and will direct patrons to materials and facilities.

2.2. **Instructional**
Staff will instruct patrons, upon request, on techniques for searching and for using reference material.

2.3. **Reader's Advisory**
Readers' advisory is the activity of recommending books to readers and helping readers identify their reading preferences, utilising the criteria each patron and staff have established.

2.4. **Quick Reference**
Reference sources will be used by staff to answer or verify an answer for questions which require a single piece of information. Patrons requesting answers for exams, contests and puzzles will be directed to the appropriate sources.

2.5. **Research**
Staff will assist in the search process for questions which require more in-depth searching. The interpretation of material will be

considered the responsibility of the patron. In particular, patrons who request an interpretation of medical or legal information will be advised to consult with the appropriate professional.

2.6. **Referral**

When information is not available in the Library, staff will attempt to fill the request through interlibrary loan and/or by supplying the patron with information on other sources.

2.7. **Telephone**

Patrons initiating enquiries by telephone will receive full staff attention. If the staff member is unable to deal with the telephone request immediately, arrangements will be made to return the call within an agreed upon time period.

Patrons needing extensive research service (extended reference) will be requested to visit the library to participate in the research process.

2.8. **Correspondence**

In addition to answering requests presented in person and by telephone, the Library will also respond to requests received by mail, e-mail and fax in a timely manner.

3. Patron Confidentiality

3.1. Patron's confidentiality is respected at all times, in compliance with government legislation.

Patrons are not asked to identify themselves in any way before reference service is provided.