



BRACEBRIDGE LIBRARY POLICIES AND PROCEDURES

Policy Number: OP-26

Title: Information Services

Board Approval Date: April 9, 2024

Category: Operational

Policy Replacing: OP-26 (2021)

Year of next review: 2028

Purpose

The Bracebridge Library's information services links people with resources to fulfil their informational, educational, cultural, and recreational needs. This policy describes Information Services at the Library and guides Library Staff answering reference questions.

Policy Statement

1. All users seeking information will be treated equally and equitably.
2. Staff will assist in finding information and will provide instruction on how to use Library resources based upon the user's needs. Accommodations will be made to ensure fair and equitable access.
3. Library Staff will respect and protect the confidential and private nature of requests for information and will support the right to intellectual freedom.
4. Staff are not responsible for interpreting or applying information.
5. Information Services Staff will provide services as efficiently, accurately, and completely as resources allow.
6. Information Services Staff provide the following services:
 - a) Library orientation;
 - b) locating Library materials and placing holds;
 - c) quick reference;
 - d) general reference;
 - e) genealogical and local history assistance;
 - f) internet and technology assistance;
 - g) instructional assistance;
 - h) Reader's Advisory;
 - i) school assignment assistance;
 - j) community information;
 - k) information literacy skills;
 - l) referrals.
7. Other Library services and outside sources may be recommended if Staff are unable to fulfill the request.
8. Statistics on information requests and reference questions for the Annual Survey of Public Libraries and Library needs will be tracked.

RELATED DOCUMENTATION:

OP-36 Privacy, Confidentiality, Access to Information and Electronic messages

OP-04 Circulation and Membership

OP-06 Interlibrary Loans & Resource Sharing

OP-10: Accessible & General Customer Service

PREVIOUS REVISIONS: Information Services #1 2015, 2021