Title:	Information Services Policy	
Policy Type:	Operational	**Policy Number:** 300-20
Approved by:		
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PURPOSE

This policy describes information services provided by the library and guides library staff when answering reference questions.

SCOPE

Information services provided by the Library in person, over the phone, online, and through other methods.

DEFINITIONS

Quick Reference - a query that can be answered in under two minutes using library and online resources.

Reference - questions which usually require an in-depth process to arrive at a complete answer.

Enhanced Research - in-depth fee-based research including, but not limited to, archival and genealogical research requiring extensive staff time, expertise and use of library and available online resources.

POLICY STATEMENT

The Library provides information services to connect people with resources to fulfill their informational, educational, cultural, and recreational needs. All users seeking information will be treated equitably and with respect to meet their individual needs.

REFERENCE AND INFORMATION SERVICES

The Library will provide reference and information services to the public at no charge. The public may make reference and information queries in person at service desks, over the phone, and online through the Library's website, email, and/or through the Library's social media channels.

The staff will attempt to answer all reference questions efficiently, accurately, and as completely as possible. All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.

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 agencies, and/or community resources.

Research that requires answering many in depth questions and will require significant staff resources, will be subject to an enhanced research fee as outlined in the Library's Fee Schedule.

REFERENCE AND INFORMATION RESOURCES

Print and electronic reference collections will be maintained by library staff in accordance with the 300-03 Collection Development Policy and any collection development plans. The focus will be on the currency and relevance of the material.

The Library will make available databases that it subscribes to on the Library's website in addition to curating a collection of links to reliable, vetted, free informational online databases.

ARCHIVAL SERVICES

Inquiries related to the Library's archival collections are to be made or referred to the Library's Archive Technician. Archival materials may be viewed in the Archive Viewing Room at the discretion of the Archive Technician.

TRAINING

Staff will be provided with adequate training to enable them to offer reference and information services, with some positions requiring more specialized training dependent on their responsibilities (eg. genealogy, archives, etc.).

REPORTING

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.

CONFIDENTIALITY

Staff will respect and protect the confidential and private nature of requests for information.

RELATED POLICIES

200-07 Library Fee-Based Services Policy
300-01 Archives Acquisitions Policy
300-02 Records Management and Protection of Privacy Policy

300-03 Collection Development Policy
300-06 Social Media Policy
300-22 Website Policy
300-23 Accessible Customer Service Policy