

The Meaford Public Library's information services link people with resources to fulfill their informational, educational, cultural and recreational needs. This policy describes information services at the library and guides Library staff when addressing requests for information.

1. All users seeking information will be treated equally regardless of sex, age, ability and ethnicity.
2. Library staff will respect and protect the confidential and private nature of requests for information.
3. Library staff will address all requests for information efficiently, accurately and as completely as possible and will be guided by the Meaford Public Library Board's policy on Intellectual Freedom.
4. Library staff will assist the user in finding information and will provide instruction on how to use library resources based upon the user's needs. Library staff provide the following services:
 - a) **Quick reference:** These questions can usually be answered immediately using online or other resources.
 - b) **General reference:** These questions usually require a lengthier search and/or the use of a number of sources to arrive at a complete answer.
5. Library staff will refer users to the interlibrary 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 users who require service. The following priorities will apply.
 - 1st priority - requests presented in person
 - 2nd priority - requests presented by telephone
 - 3rd priority - requests sent in by voicemail/e-mail/social media/fax/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 Ministry of Tourism, Culture and Sport's Annual Survey of Public Libraries, statistics on reference questions will be kept and analyzed.

Related Documents:

Meaford Public Library. ***Policy 1A Privacy, Access to Information and Electronic Messages Under CASL***

Meaford Public Library. ***Policy 1 Intellectual Freedom***

Meaford Public Library. ***Policy 2 Internet Services***

Approved: January 2003

Revised: May 2015

Revised: September 2019