

245 Avery Drive, Espanola, ON P5E 1S4
Ph. (705) 869-2940 Fax (705) 869-6463
E-mail: library@espanola.ca
Website: www.espanola.library.on.ca



GST No. 12202 5059 RT0001 (Town of Espanola)

Information Services Policy

Purpose

The Espanola Public Library Board recognizes that reference / community information services and readers' advisory are fundamental services. The library provides these services to all library patrons using all available resources. These resources include, but are not limited to, print, audiovisual, and electronic resources, both on-site and remote as appropriate and possible.

Services will be provided in confidence and without prejudice, in accordance with provincial and federal legislation in a timely, professional manner. All patrons seeking assistance will be treated equally, with respect and courtesy, regardless of sex, age, ability and ethnic background.

Reference

1. Efforts will be made to provide information in an accessible manner when requested. In the case of school-related questions, staff may provide information, but will not do homework for students.
2. All staff, excluding students, will be trained in answering questions, and must become familiar with the library collections in order to be able to provide reference and information services. All items, other than those designated as part of the Local History collection, may be circulated.
3. Patrons on-site shall be given priority. Telephone, fax or electronic inquiries will be handled as time permits, on a first-come, first served basis.
4. Staff will guide and assist patrons requiring in-depth searches, simultaneously providing instruction in using resources to the best advantage, as time permits.
5. Staff members when asked to provide information from medical, legal, census or tax sources, will do so readily without prejudice; but will not offer any interpretation of the information and will direct patrons to other organizations and / or to seek expert advice as appropriate.
6. Staff may redirect question to external agencies or individuals, or suggest the patron request information through the inter-library loan services of the library.
7. Statistics regarding reference service to patrons will be tabulated annually during the *Typical Week Survey*, using the *Reference Statistics Form* provided.

8. Should a staff member be unable to answer an information request; the request shall be forwarded to the CEO.

Community Information

1. In order to facilitate sharing of community information, the library will provide a community bulletin board. All postings must be approved by the CEO or designate.
2. Notices of community events will be posted with contents limited to non-profit and non-personal purposes, including events where proceeds support cultural, educational or other non-profit organizations.
3. All postings must include a date. Postings will be removed immediately after the event has passed, or for postings without an event, after 2 months.

Readers' Advisory

It is an unbiased direct or indirect consultation between staff and a reader resulting in literary suggestions.

1. All staff, excluding students, shall be able to offer readers' advisory services to any patron, including children, young adults, and newcomers.
2. Staff shall be proactive in offering the service and initiate readers' advisory conversations. Staff shall consider a reader's interests and abilities when offering readers' advisory.
3. Readers' advisory aids will be placed throughout the collection (e.g. displays, shelf talkers, etc.).

Related Documents *Resource Sharing Policy*

Revision History

Date approved: October 15, 2018
Previous policy: October 5, 2014, October 18, 2010
To be reviewed by: October 2022