

Topic: Services - Reference & Information Services

5.4 Reference & Information Services

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| Board Motion Number: | 21.042 |
| Date of Original Board Motion Number: | October 23, 2012 |
| Date of Current Issue: | April 27, 2021 |
| Date of Next Review: | 2025 |
| Attachments: | |

Signature of Board Chairperson (and Date):

All reference and information questions will be answered efficiently, accurately and as completely as possible. Staff will assist patrons in the use of the library and bibliographic tools. If it is not possible to find an answer using the Library resources, patrons will be referred to other libraries, agencies and community resources.

The interpretation of information which requires expertise beyond the scope of Library staff competence will not be attempted: e.g. in the fields of law, medicine, and evaluation or authentication of rare items. A patron will be referred to the information in the library or elsewhere but it will not be interpreted by Library staff.

The North Kawartha Public Library provides a variety of information services to patrons.

1. General reference usually requires a lengthy search and/or the use of a number of resources to arrive at a complete answer. Library staff will guide and assist the patron in pursuing the answer while simultaneously providing, as required, informal instruction in how to search and use library resources to the best advantage.
2. Readers' advisory is the activity of recommending books to readers and helping readers identify their reading preferences. Staff will assist patrons by making a judgement about the material, utilising the criteria each patron and staff have established.
3. Library staff will check for a patron to see whether a specific desired item is in the library's collection. If it is, but is not immediately available, instruction will be given to the patron in placing a hold or a hold will be placed by staff if requested. If the Library does not own the item, assistance will be given to the patron in borrowing it from another library or in locating the information that will allow the patron to purchase the item elsewhere.
4. It is the policy of the North Kawartha Public Library to maintain active liaison with other service agencies in the community. This policy is reflected in mutual referral of patrons and sharing of information whenever

- appropriate. If it has been established by the Library staff that a request for information cannot be answered or has been answered only in part with the resources of the Library, the patron will be referred, when appropriate, to another source and assisted, where circumstances warrant, in contacting that source. Every attempt is made to satisfy requests with materials available in the library before referring patrons or inquiries to outside sources.
5. Reference material will not be loaned.
 6. Patrons initiating enquiries by telephone will receive full staff attention. If the Library 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 will be requested to visit the library in the research process.
 7. In addition to answering requests presented in person and by telephone, the library will also respond to requests received by mail, email and fax in a timely manner.
 8. During times when personnel who lack expertise in a particular subject are assigned to the Information Desk, a patron's question may be referred to another member or deferred as appropriate until another staff member is on duty.