



Title: Library Services – Reference and Information Service

Category: Operating – Service Delivery

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Related legislation: NSW Library Act 1939

Related policies:

Related procedures: Reference Manual

Related forms:

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1. Purpose

The purpose of this policy is to outline the rules and regulations of the reference and information service.

2. Objectives

The objectives of this policy are to:

- ensure that information supplied to patrons is a high standard;
- ensure efficient and effective management of the reference service and collection; and
- ensure that patrons are given adequate instructions in locating information.

3. Scope

This policy applies to all members of the public who use the reference and information service at the City of Canterbury Library.

4. Definitions

“City of Canterbury Library” or “the library”

Refers to all branches of the library service (Campsie, Earlwood, Lakemba, Riverwood & the Home Library Service).

5. Principles

5.1 Availability of Information

Information is available to all, children and adults, without prejudice and in all areas without discrimination.

5.2 Retrieving Information

Every effort will be made to discover information as a result of an enquiry, whether from the library itself, or from outside relevant agencies.

5.3 Quality of Information Delivered

All information retrieved for the public is relevant, accurate, timely and presentable.

5.4 Facilities

Our library will provide the necessary facilities to access information. This includes study areas, computers, including internet and office products, and photocopiers.

5.5 Training

The assistance of trained staff will be provided for the enquirer, to discover the answer to the enquiry or to help with his/her own use of the source. Aids will be provided as required.

5.6 Payment for Information

There will be no charge for information per se but payment may be charged for some services as defined below:

- Charges may be levied for information retained by the enquirer eg print outs, photocopies
- There will be no charge for staff time but the librarian reserves the right to state that there is a limit to the time which may be given according to the service's needs. An average of 15 minutes will be given to answer queries.

5.7 Resources

A number of print media will be used to respond to enquiries; these will include books, newspapers and magazines, leaflets and handbooks etc

Electronic resources will also be used to respond to enquiries. These come in the form of online databases, the Internet and CD-ROMs.

- We will make full use of technological developments to improve information provision.
- All attempts will be made to create relevant and current collections before receiving enquiries.

The library can only provide access to information and cannot give advice (eg. legal information as opposed to legal advice)

The library cannot accept responsibility for any undesirable/negative consequences as a result of a person acting on information received through the Reference & Information Service.

6. Responsibilities

All library staff share responsibility for implementing this policy consistently across all locations of the library.

7. Procedures

The *City of Canterbury Library Procedures Manual* is now due to be updated. Specific procedures for the implementation of this policy will be clearly outlined in the updated manual.

7.1 Complaints

- Any complaint / appeal will be dealt with in the first instance by the Team Leader, Reference Services.
- Complaints / appeals that cannot be resolved at this level will be referred to the Client Services Co-ordinator or the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:
Mr. Jim Montague
General Manager,
Canterbury City Council
PO Box 77 CAMPSIE NSW 2194