



Section of Policy Manual: Services	Policy No.: SER-04
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The Gravenhurst Public Library's information services connect people with resources to fulfil their informational, educational, cultural, and recreational needs. This policy describes information services at the Library and guides library staff when answering reference questions.

1. All users seeking information will be treated equitably and with respect to meet their individual needs in accordance with the *Ontario Human Rights Code*.
2. The staff will respect and protect the confidential and private nature of requests for information.
3. The staff will answer all reference questions efficiently, accurately, and as completely as possible and will be guided by Board Policy GOV-14 Intellectual Freedom. All questions will be considered important and legitimate, unless it becomes clearly apparent that they are otherwise.
4. The staff will assist the user in finding information and will provide instruction on how to use library resources based upon the user's needs. Staff will provide the following services:
 - a) **Quick reference:** These questions can usually be answered immediately using library and online resources.
 - b) **General reference:** These questions may require a more in-depth process to arrive at a complete answer necessitating a mutually agreed upon timeframe to complete.
5. If it is not possible to find an answer using library or online resources, library staff will refer users to the interlibrary loan service, other libraries, agencies, and community resources.



6. The extent of individual service to each person will depend on the number of users needing to be served. The following priorities will apply.

1st priority - requests presented in person

2nd priority - requests presented by telephone/voice mail

3rd priority - requests sent in by mail/e-mail

4th priority - requests received via the interlibrary loan network

7. Print and digital reference collections are maintained by library staff with a focus on the currency and relevancy of the material, and in accordance with Board Policy MAT-01 Collection Development.

8. 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.

Related Documents:

Ontario Human Rights Code

GPL Policy ***GOV-14 Intellectual Freedom***

GPL Policy ***PER-12 Employee Code of Conduct***

GPL Policy ***PAT-01 Privacy, Access to Information and Electronic Messages under CASL***

GPL Policy ***MAT-01 Collection Development***

GPL Policy ***SER-05 Local History***