



Orangeville Public Library

Information Services Policy

Board motion number: 19.53

Date of next review: September 2023

Date: September 25, 2019

Date of original motion: March 3, 1992

Policy type: Public

Chair's signature: _____

Purpose:

This policy outlines the commitment of the Orangeville Public Library to provide information/reference type services to the public.

Scope:

Orangeville Public Library is committed to providing information services which are intended to answer all reference and information questions efficiently, accurately and as completely as possible. Library staff will assist all patrons in the use of the library resources to meet their informational, educational, recreational, and cultural interests and needs.

Policy Statements:

1. The Orangeville Public Library Board recognizes that our service is patron-driven. All patrons seeking information will be treated equally without prejudice. The staff will respect and protect the confidential and private nature of requests for information.
2. The Orangeville Public Library will provide assistance to patrons in making the best use of the library's resources.
3. The first priority is direct interaction with patrons and remote requests; the second priority is other library work, business, or administration.
4. If it is not possible to find an answer using the Orangeville Public Library resources, patrons will be referred to other libraries, agencies and community resources.
5. 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.