



## Information Services Policy

Board motion number: 23-34

Date of next review: September 2027

Date: September 27, 2023

Date of original motion: March 3, 1992

Policy type: Public

Chair's signature: \_\_\_\_\_

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### **Purpose:**

This policy outlines the commitment of the Orangeville Public Library to provide information/reference type services to the public. It is intended to define standards and responsibilities for the delivery of high quality, responsive and accessible information services.

### **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.

Information services are defined as those services which connect people with resources to fulfil their informational, educational, cultural, and recreational needs based on resources available.

The policy aligns with Orangeville Public Library's values:

- Inclusivity - we support and protect accessible, equitable services that respects the needs and individual experiences of all
- Curiosity - we encourage creativity and innovation by providing opportunities for the community to come together, explore and discover
- Lifelong Learning - we foster a love of literacy in all its forms to advance awareness and build skills
- Intellectual Freedom - we provide access to diverse expressions of knowledge and ideas that inspire freedom of thought
- Trust - we act with integrity, accountability and transparency in our delivery of excellent service

**Policy Statements:**

- a. All patrons seeking information will be treated equally with courtesy and without judgement. Staff will respect and protect the confidential and private nature of requests for information.
- b. Provision of information services follows the Canadian Library Association's Statement of Intellectual Freedom and Libraries.
- c. Patrons of all ages will be assisted in finding information and will be provided instruction on how to use library resources based on individual needs.
- d. The library is committed to meeting the needs of persons with disabilities and will provide, upon request, alternate formats and communication supports, in compliance with the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).
- e. Library staff will assist patrons in finding information from medical, legal or financial sources, but will not offer any personal advice or interpretation of the information provided.
- f. Library patrons will be referred to other sources for information (such as agencies and community resources) if the information sought is not found within the resources available at the Orangeville Public Library.
- g. Statistics on information requests and reference questions will be kept and analyzed. This will ensure that services are assessed and evaluated in compliance with the requirements of the Annual Survey of Public Libraries.

**Related Documents:**

Accessible Standards for Customer Service  
Equity, Diversity and Inclusion Policy  
Intellectual Freedom Policy