



Whitby Public Library

Information Services Policy

Policy Type: Public

Authority/Created: Library Board

Date Created: January 19, 2005

Last Review: April 17, 2019

Date Reviewed: April 20, 2022

Purpose

1. To guide welcoming, quality, responsive and accessible information service.
2. To provide a clear understanding of service levels for our staff and public.
3. To ensure a consistent approach to information services throughout the Whitby Public Library.

Roles

The Whitby Public Library operates as a system to meet the community's information needs. The Central Library, Community Branches, and Whitby Archives have different roles and collections, which determine the extent of services and resources available.

Types of service offered

1. Staff help patrons locate, select and use the library resources and technologies they need. Information services include responding to simple and complex questions, providing readers' advisory services to match books and readers, community information and referral, library instruction and orientation, and access to specialized local collections.

2. If a request cannot be answered using the Library's resources, staff will refer patrons to other sources or help retrieve material or information from another location.
3. Patrons may request information in person, by telephone, by mail or electronically. Although all requests are given equal consideration, some require patrons to visit the Library.

Guidelines

Staff will answer requests thoroughly, accurately and without judgment, guided by our values of accountability, collaboration, inclusion, intellectual freedom, lifelong learning, reading and literacy.

1. The level of service may vary depending on the number of people requiring assistance;
 - a. All patrons will be treated equally with respect and courtesy.
2. Staff will offer instruction and assistance using library technologies and search techniques and encourage patrons to take an active role.
3. Patrons are responsible for interpreting and applying information.
4. Patron confidentiality will be respected in accordance with the Municipal Freedom of Information and Protection of Privacy Act, any other relevant legislation and library policies.
5. Information services follows the Ontario Library Association's Statement on Intellectual Freedom and the Intellectual Rights of the Individual and the Canadian Federation of Library Association's Statement on Intellectual Freedom and Libraries and Statement on Diversity and Inclusion.
6. Library staff are available to assist patrons with computer and Internet questions. While staff do not provide in-depth instruction on specific applications, they will help patrons find and navigate online help options, user forums and tutorials.
7. Library staff will not complete online or print applications or make financial transactions on behalf of patrons.
8. The Library is committed to meeting the needs of patrons with disabilities and will provide alternate formats and communication supports upon request.