

9.	OTHER SERVICES	
9.9.	Information Services	
<i>Effective</i>	<i>2006</i>	<i>Revised</i>
<i>Next Review</i>	<i>2011</i>	

- 9.9.1. The goal of Information Services is to provide consistent high quality public service by offering accurate information in response to Library user requests.
- 9.9.2. Users of all ages and circumstances are treated with equal attention and with sensitivity to their particular needs.
- 9.9.3. All requests by users for information are considered legitimate and handled as such.
- 9.9.4. It is the responsibility of staff to provide information in an impartial and businesslike manner.
- 9.9.5. All requests are answered or redirected when possible.