

OP-05	INFORMATION SERVICES		
APPROVED	19 January 2022	EFFECTIVE	2006
AMENDED	2011, 2016, 2021	NEXT REVIEW	2026

#### 1. PURPOSE

To provide details on the provision of information services.

#### 2. SCOPE

Library employees are responsible for adhering to the conditions set out in this policy.

#### 3. DEFINITIONS

Nil.

#### 4. GENERAL

- a. Information Service at the Library is one of the most vital and visible expressions of its mission and is key to the Library's service roles.
- b. The goal of Information Services is to provide consistent high quality assistance to all library users seeking information.
- c. The Library subscribes to the International Federation of Library Associations and Institutions' (IFLA) *Statement on Libraries and Intellectual Freedom*.
- d. A reference transaction is an informational contact which involves the knowledge, guidance, recommendations or instruction in the use of one or more information sources by a Library employee.
- e. All information collected as part of a reference transaction is treated as confidential.
- f. Users of all ages and circumstances are treated with equal attention and with sensitivity to their particular needs.
- g. All requests by users for information are considered legitimate and handled as such.
- h. It is the responsibility of employees to provide information in an impartial and businesslike manner. Library employees will advise about, and refer users to, information resources but will not interpret information.
- i. Beyond conducting reference transactions, information services includes activities that support self-guided learning and access to technological and digital resources.

#### RELATED POLICIES

VS-03                      Protection of Privacy