

Policy Name:	Information Services	Policy No.:	PS-20
Category:	Public Service	Approval Date:	March 14, 2004
Approval:	Library Board	Revision Date:	January 15, 2025

Introduction

As a function of its role to provide timely, accurate and useful information, the Newmarket Library (the Library) shall provide information services for the public.

Definition:

Information Services is defined as directing Library users to sources of information, specific media, reading material (readers’ advisory), learning resources, or answers to factual questions, using the resources and tools available to the Library.

Alternate definition for consideration:

Information Services connect Library users with resources that support their informational, cultural, educational, and recreational needs. Library staff use physical and digital tools and resources available to the Library to provide this service.

Principles of Service

Service priorities:

Service to the public has priority over all other tasks. Questions shall be answered in the order received, with priority given to questions asked in person over those asked by telephone or electronic means.

Ethical standards:

All user questions will be treated as private and staff providing information services will protect the confidentiality of each interaction. The Library and its staff act in accordance with the laws of Canada and Ontario and follow the guidelines provided by the Canadian Federation of Library Association’s Code of Ethics and the Statement on Intellectual Freedom and Libraries.

Authority:

The Library shall rely upon information obtained from reputable sources in order to give the most accurate and authoritative answers to questions. Staff shall not offer their interpretation, judgment or opinion of any resource or topic, beyond the scope of their library-related training.

Standards of service:

The Library shall endeavor to answer all questions efficiently, accurately and as completely as possible. The Library shall also endeavor to instruct library users in the use of all bibliographic

and technological tools it makes available and to orient individual users and groups to the Library and its services.

All library users seeking information will be treated equitably and respectfully to meet their individual needs. Additionally, the Library is committed to providing accessible service and will provide alternative communication supports and materials formats on request.

All user questions will be treated as important and legitimate per the Freedom of Information and Protection of Privacy Policy.

Every effort will be made to complete each reference transaction successfully, consulting with colleagues when necessary. If it is not possible to find an answer using the resources of the Library, patrons will be referred to other libraries, interlibrary loan services, agencies and community resources.

The Library reserves the right to impose reasonable time limits on any question or instructional time, while endeavoring to offer further assistance by appointment or by scheduled workshop where available. The Library may also, by request of an educational institution, further limit the scope of assistance given to its students in order to enhance the independent learning process.

Readers' Advisory:

The Library shall also endeavor to provide Readers' Advisory service by recommending reading materials and helping readers identify their reading preferences. Through the use of various tools designed for this purpose, staff may make judgments about the suitability of material to a user's interests.

Community served:

Library membership shall not be required to receive information services except when accessing licensed databases.

Staffing:

In order to provide quality service, the Library shall ensure that information services are performed by appropriately trained staff at all times that the library facility is open to the public.

Liability:

The Newmarket Library is not liable for any damages stemming from the use of the information found within or provided by the Library. While the Library makes every effort to purchase reliable and authoritative information materials, the Library is not responsible for the accuracy of the information contained in the sources provided.

Related policies:

Accessibility Standards for Customer Service Policy
Inclusion and Anti-Discrimination Policy
Inter-library loan Policy
Freedom of Information and Protection of Privacy Policy