



Library Information Services Policy

Policy Statement

- To ensure users get the information they need in an efficient and timely manner.
- To promote user independence and information literacy.

Related Legislation, Circulars or Guidelines (as amended)

- *Local Government Act 1993 No. 30 and Regulation*
- *Library Act 1939*
- *ALIA Statement on Public Library Services (2004)*
- *ALIA Statement of Free Access to Information (2001)*
- *ALIA Statement on Information Literacy for all Australians (2006)*

Does this Document Replace an Existing Policy, Procedure or Plan?

- **Yes, this document replaces Council's:**

No
N/A

Related Council Policy or Procedure

- Library Service Charter
- Library Collection Development Policy

Application and Distribution

It is mandatory for all Council officials to comply with this Policy.

This Policy and Guidelines is available on Council's website under Council Policies.

Approved by:

Signature:

**Council: 24 September 2009
Resolution No. C52**

General Manager

Effective: 24 September 2009

Review Date: September 2010

Distribution :

Registration Number:

Responsible Council Department/Officer: Manager, Coffs Harbour Library

Version History Table:

Key Responsibilities

<i>Position</i>	<i>Directorate</i>	<i>Responsibility</i>
Mayor	Council	To lead Councillors in their understanding of, and compliance with, this Policy and Guidelines.
General Manager	Executive	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this Policy and Guidelines. To approve resources to develop, implement and review this Policy and Guidelines.
Manager, Coffs Harbour Library		To ensure compliance with this policy.
Directors	All Directorates	To communicate, implement and comply with this Policy and related Guidelines.
Director of Corporate Services	Corporate Business	To ensure (directly or through delegation) the distribution and communication of the Policy and Guidelines to specified persons. To ensure (directly or through delegation) the approved Policy and Guidelines are available in hard copy and electronically on Council's website.
Executive Manager HR & Organisational Development	Corporate Business	Facilitate the provision of regular training to all Council officials on their role and responsibilities in relation to this Policy, Guidelines and related procedures.
Executive and Managers	All Directorates	To implement this Policy, Guidelines and related procedures. To lead staff in their understanding of, and compliance with, this Policy and Guidelines
Information Technology Manager	Corporate Business	To assist with the development of systems to support public access to this Policy, Guidelines and related information.
All Council officials	Council	To comply with this Policy, Guidelines and related procedures.

Library Information Services Policy

Policy Guidelines

1. Introduction

Aim

To provide clear and effective guidance for library staff in order to assist users of the Library's Information Service.

Objectives

- To ensure users get the information they need in an efficient and timely manner.
- To promote user independence and information literacy.

Service Guidelines

Service:

Provide access to current resources:

- Provide assistance and instruction in the use of the Online Catalogue.
- Provide assistance and instruction in the use of Online Databases and Indexes.
- Provide assistance and instruction to help library users locate resources within the collection.
- Provide a gateway for a Document Delivery service within the library network.
- Offer referrals to appropriate special collections or organisations.

Staff:

- Will conduct reference interviews to fully understand a library users' request.
- Will use the "Reference Process" document as a guide to providing suitable service.
- Will, after initial assistance, encourage patrons to return to the information desk if additional guidance is required.
- Will limit the time spent on a specific request as necessary.
- Will give priority to on-site requests ahead of telephone, fax or email requests.
- Will be approachable, courteous and non-judgemental.
- Will respect patrons privacy and ensure confidentiality.
- Will consult guides, databases, indexes and colleagues if assistance is required.
- Will provide verifiable information, giving appropriate citations.
- Will provide informal and formal instruction in the effective use of information resources.
- Will educate users and encourage independent library use.
- Will make referrals if appropriate.
- Will evaluate the service on a regular basis.
- Will undertake training and professional development instruction as required.

Requests:

- All information requests will be respected and answered with regard to patrons needs.
- The information request may be in the form of:
 - Ready Reference, eg. Who won last year's Melbourne Cup?
 - Reference Request, eg. I need some information about the ANZACS at Gallipoli.
 - Research, eg. I would like information about the socio-economic situation in Europe and how it has changed over the past 300 years.
 - Specific, eg. Do you have "To kill a mockingbird"?
 - Directional, eg. Where are the newspapers?
 - Instructional, eg. How do I use the photocopier?

Resources:

- The collection shall be used in its entirety as required.
- Resources are to be made accessible to all patrons.
- Resources include: dictionaries, directories, encyclopedias, data and statistical tables, books, journals and periodicals, newspapers, electronic resources, pamphlets, document delivery network and people.

Environment:

- Consistent service procedures at all branches.
- Information desk to be kept neat and tidy.
- Appropriate brochures and pamphlets to be displayed.
- Provide suitable study area.
- Observe the library for patrons requiring assistance.

Fees and Charges:

- Reference services be provided free to all library patrons (extended research enquiries may attract a fee).
- Printing from Internet or photocopier be at a cost per page.
- Inter-library loans be provided on a cost reimbursement basis for items obtained from fee charging libraries and also include an administrative Request Placement charge.

2. Definitions

Here is the meaning of some terms used in the Guidelines:

REFERENCE PROCESS DOCUMENT Attached, See Part 5.

3. Objectives

The objective of Council's Library Information Services Policy is to:

- To ensure library users get the information they need in an efficient and timely manner.
- To promote user independence and information literacy.

4. Policy Statement

Council's Library Information Services Policy is underpinned by the following principles:

4.1 Access

- Public access to information about Library Information Services will be through Council's website. Hard copy information will also be available from Council's libraries.
- Reasonable access assistance will be available to persons with special needs

4.2 Responsiveness and Accountability

Library staff will implement and monitor this policy.

4.3 Privacy and Confidentiality

The principles of Council's Privacy Management Plan will be applied.

4.4 Integrity, Dignity and Respect

- Council treats all persons with courtesy and respect.
- Council will not tolerate rude or aggressive behaviour towards Council officials. In such circumstances, Council officials are entitled to terminate phone calls or meetings as appropriate. Wherever possible, Council officials will provide the person with initial warning that their conduct is inappropriate and that the meeting or conversation will be terminated.
- Council officials will demonstrate fair and consistent decision-making.

5. Other Headings re Information Relevant to the Implementation of the Policy

REFERENCE PROCESS document as referred to in Part 2 Definitions

Reference Interview

- Ask open ended questions rather than questions that have a Yes / No answer.
- Clarify where you are headed with the questions
- Verify the question (i.e.) are you spelling the words correctly?
- Break a complex question down into manageable parts.
- Say if you don't understand what is being asked.
- Try not to assume you know the question before it is asked?
- Use limiting questions to define the information needed.

How do I find out what is the person asking for?

- What is the actual question?
- Ask if they have the question sheet with them.
- Who is the information for?
- Why is it needed?
- How much info is needed?
- When is it need by?
- Is it needed in a specific format?
- Where has the patron already looked?
- What do they already know?
- What prompted the information search?

How do I determine the most appropriate source?

- What is the age of the person?
- What is their literacy level?
- How specific does the information need to be?
- How much information is needed?
- How current does the information need to be?
- Is the information required immediately?
- Is referral appropriate?

The Reference Staff

- Be approachable.
- Give the person your full attention.
- Go with the person to find the resources.
- Don't assume people know how to use the library and the resources.
- Follow up the whole process to make sure the person has what they need.
- Respect people's privacy
- Always give the source of the information

Places to look – work through the options.

1. Catalogue

- Start with 'Quickfind'. Use different keywords if not successful.
- Consider all possible terms.
- Utilise the 'Subject headings' to broaden the topic.

2. Encyclopedias

- Both General and subject specific
- Use the search to provide additional keywords

At this point, if the required information has not been found, refer to Coffs from branches to carry out a additional search.

3. Internet

- Librarian Links
- Online databases
- Search engines
- Directories

4. Discuss

With other staff to find out other options

5. Refer

- To another agency.
- To State Library as an information request if required.
- To ILL if required.