

North Perth Public Library



Policy Title: **Information Services**

Policy Type: **Operational**

Effective Date: **June 2018**

Policy Number: **OP-13**

Last Review/Revision Date: **Sept 2021**

The North Perth Public Library's information services connect people with print and electronic resources to fulfil their informational, educational, cultural and recreational needs.

1. All users seeking information will be treated equally regardless of sex, age, ability, and ethnicity.
2. The staff will respect and protect the confidential nature of requests for information, as per *OP-04 Confidentiality and Protection of Privacy*.
3. The staff will answer all reference and reader's advisory questions efficiently, accurately and as completely as possible in a manner that is in accordance with *FN-03 Intellectual Freedom*.
 - a. If the staff is unable to completely answer the question immediately, arrangements will be made to provide the information within an agreed-upon time period.
4. The staff will assist the user in finding information and will provide instruction on how to use the library's resources based on the customer's needs. If it is not possible to find an answer using the library's own resources, staff will refer customers to other community agencies and resources as appropriate.
5. In the course of reference duties, a staff member may provide information from medical, legal, or financial sources. Staff will do so readily, but will not offer any advice or interpretation of the information provided.

Related Documents:

- North Perth Public Library *FN-03 Intellectual Freedom*
- North Perth Public Library *OP-04 Confidentiality and Protection of Privacy*