

## **INFORMATION SERVICE POLICY**

### **PURPOSE**

The Boyle Public Library provides information services to assist people with recreational and informational needs to the best of its ability

The purpose of Boyle Public Library's Information Service Policy is to:

- Provide library staff with direction as to what they can and cannot do.
- Provide the public with guidelines to what services they can expect from the library staff.

### **INTRODUCTION**

Boyle Public Library provides information services to all people who ask for assistance.

Boyle Public Library serves the public from our location in the basement of the Boyle Community Center during published open hours.

Boyle Public Library serves promptly and courteously all ages of people.

Boyle Public Library provides services during our open hours

Tuesday – Saturday – 12:30 p.m. – 5:00 p.m.

### **TYPES OF INFORMATION SERVICES**

#### **A. Information**

Assist people to find information they require and answer any questions they may have.

#### **B. Instruction**

Provide instruction on how to use library tools (catalog and internet, photocopier) and other reference materials in library collection (atlas, dictionary, etc.).

#### **C. Reader's Advisory**

Library staff will assist patrons in choosing which library materials they desire to read. Library staff will assist in searching the catalog for authors, titles and subjects in fiction and non-fiction titles.

#### **D. Referral**

Library staff shall, after exhausting all resources in library and/or Library System, direct or refer users to outside agencies or local resources (lawyers, hospital, agricultural society, etc.)

Library staff will, when information cannot be found in our library, ask our Library System and inform patron that this may take a little while but as soon as you get information you will let them know.

Library staff shall take full advantage of Interlibrary Loan services to request titles of materials we do not have in collection.

#### **E. Bibliographic**

Library staff will provide or assist people to acquire lists of materials found in collection on certain subjects or on works by certain authors.

## INFORMATION SERVICE DELIVERY AND PRIORITIES

- A. In Person  
Boyle Public Library will provide equal information services to all inquiries.  
People in Library will be assisted first, then searches will be done for telephone, e-mail and mail inquiries.
- B. By Telephone  
Telephone inquiries will be dealt with as quickly as possible as time permits. They will not come before users or other library services such as circulation.  
Question requiring quick reference services will be answered right away on telephone. If it will take more than 2 or 3 minutes for reference work, Boyle Public Library staff will phone caller back with information or refer them to a more knowledgeable person.
- C. By E-Mail and Mail  
Inquiries by e-mail and mail would be given the same consideration as any other inquiries, but information services would be given on a first come first serve basis. E-mail and mail requests would be done whenever time allows, as on-site patrons are given priority.

## GUIDELINE FOR LIBRARY PERSONNEL

- A. Priorities  
Library staff will work on library projects but highest priority will be given to the public.
- B. Staff Attitudes  
Library staff will be courteous and friendly to ALL Library users.  
Library staff will listen and be ready to assist patrons or users  
Library staff will through their body language encourage questions and inquiries  
Library staff shall always be well groomed and dress appropriately  
Patrons will be helped on a "First come first served" basis: however library staff shall acknowledge waiting patrons, when appropriate, and endeavor to help them at the earliest opportunity
- C. Interpreting Information  
Library staff will not interpret any information found in library materials.  
Library staff will refer patrons to appropriate individuals or organizations to aid in interpretation of information if required.
- D. Recording Statistics and Questions  
Library staff will keep a record of all types of questions (quick reference, research and unanswered/referred) asked. (This statistical information shows Boyle Public Library what needs improving in collection and provides budgeting information for more staff if warranted).
- E. Reference Materials  
Library staff will not under any circumstance let reference materials out of Library.
- F. Telephone/Photocopier Usage  
Library staff will allow patrons to make short prompt telephone calls of no more than 5 minutes on Library phone and also direct peoples to public phone outside of Library.  
Library staff will not use telephone for personal call unless it is an emergency.  
Library staff will photocopy materials for any person who comes to library for a charge of .25 cents per copy or .50 cents per copy for double sided, colored or 11"x17" paper.  
Library staff will make personal photocopies before or after library hours for a charge of .10 cents per copy or .25 cents for double sided, colored or 11"x17" paper. Board members and children will be charged this same rate.