

VIKING MUNICIPAL LIBRARY
POLICY MANUAL
LIBRARY SERVICES

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Board Approved – March 2001

3.0 INFORMATION SERVICES

- 3.1 The library shall provide information services to the community within the limits of its collection and other resources. If the library is unable to answer the patron's informational need, a request will be sent to the designated Northern Lights reference center as long as the patron holds a valid Northern Lights card. This is in agreement with the Northern Lights policy.
- 3.2 The library staff will provide immediate assistance to patrons to obtain the information they seek either through print or online resources.
- 3.3 The library will initiate programs, exhibits, book lists, etc., to encourage the use of library materials and services.
- 3.4 The library accepts responsibility for securing information beyond its own resources by utilizing interlibrary loan services and the designated Northern Lights reference center.
- 3.5 Periodic review will be made of library services to determine whether the needs of the community indicate that certain services should be discontinued or other services should be added.