

# Reference and Information

## 1. Goals – Questions Welcomed

The Library staff welcomes questions from all patrons and attempt to answer any question as fully as possible without passing judgment on the nature of the question or issue raised and shall maintain the patron's confidentiality in accordance with the Privacy and Access to Information Policy.

### 1.1. Definitions

“Library” shall mean The St. Marys Public Library

“Board” shall mean the Library Board of the St. Marys Public Library

“CEO” shall mean the Chief Executive Officer of the St. Marys Public Library

## 2. Types of Assistance Offered and Priority

All staff will attempt to answer questions as fully as possible including school-related questions.

Questions raised in person will be dealt with as quickly as possible recognizing other patrons' needs for service. If a question proves to be too time-consuming in relation to the needs of other patrons, the patron may be asked to provide a telephone or email for follow-up when the staff has located the information.

Questions raised by telephone or electronically, will be dealt with as quickly as possible but priority will be given to the needs of patrons in the Library.

## 3. Resource Availability

While some reference resources may be limited to use in the Library, most shall be available for circulation as with other Library materials.

## 4. Records

For the purpose of meeting the reporting requirements of the Provincial Annual Survey of Public Libraries, staff will collect the number of questions asked and their general nature such as directional, reader's advisory, research, general interest. At no time will any data regarding the nature of a reference collection be collected in such a way as to connect that information with any specific person.

**History**

Date of Latest Board Approval: March 2014

Date(s) of Revision(s): May 2003

Date of next scheduled review: March 2017

**Related Documents**

Circulation and Services Policy

Privacy and Access to Information Policy