

INFORMATION SERVICE POLICY

I. Purpose

The Bonfield Public Library "*Information Service Policy*" is to provide informational, cultural, educational, and recreational needs of our patrons.

II. Introduction

The Bonfield Public Library will provide a supplementary resource to meet the needs of all our patrons of our community in co-operation with other institutions and resource centers.

III. Types of information service

Information:

- Specific factual questions may be answered immediately by using the existing resource tools available at the Bonfield Public Library.
- Questions for exams, contests and puzzles, the patron will be asked to personally participate in the search for the information by using the facilities available.
- Patrons who are dissatisfied with the library services will be instructed on how to communicate their complaints to the Chief Executive Officer.
- The library is a public building and in such any library property, abuse of patrons and staff will not be tolerated. Disruptive or abusive patrons will be asked to leave the premises.
- Use of the telephone is restricted to emergency situations unless otherwise stipulated.

Instruction:

- Upon registration at the Bonfield Public Library, the new member will be given an orientation of the library and basic instruction on how to use the library online catalogue. If any individual or group who wish to have any further instruction of the libraries performance the staff will oblige.

Referral:

- It is the policy of the Bonfield Public Library to have an active liaison with other service agencies. If a subject questions cannot be answered with the resources of the Bonfield Public Library, then the patron will be referred to the appropriate source, the staff may offer or assist in contacting that source on behalf of the patron.
- Interlibrary loan is automatically offered whenever the information requested cannot be filled by the resources of the Bonfield Public Library.

IV. Information service delivery and priorities

- All inquiries will be treated equally whether the user is there in person, or inquiring by email, fax, telephone or mail. All attempts will be made to fulfill the patron's inquiry with the resource available at the Bonfield Public Library before seeking outside sources.

V. Guidelines for library personnel

- Patrons may expect the same assistance in regards to the information service to other library tasks. All questions are considered important and legitimate. The Library staff will be trained and factors such as age, gender and ethnicity should not influence the service provided.
- Staff members should conduct his/her self in such a way that the patron feels that they are welcome. To provide good service, the library staff should be approachable, courteous and available to help. The library staff should protect the privacy, confidence and dignity of the library users and staff.
- The Librarian should never provide information "*off the top of his/her head*" without citing an authority. Treat all requests seriously.
- Statistics, among other data will be collected for the Library Board as a measuring tool and as a requirement of the library's annual provincial grant.
- A record of any incident that the library staff may encounter, be it intoxicated person, disorderly person or extreme irate person which have arisen in the course of providing service will be recorded with the time and date of the incident, the people involved any witnesses, and what occurred just in case the situation escalates, this information will be passed on to the Chief Executive Officer. The report may be relayed to the Chairperson/Library Board if situation warrants it.
- All materials designated reference will not be allowed to circulate outside of the library. It will be considered in house materials.
- Library staff will answer the telephone by identifying the library and itself.
- A nominal fee will apply to the public for the use of the laminator, Fax, disc cleaner and the photocopy machine that must comply with the Can Copy rules and regulations.