

CITY OF  
CANADA BAY  
LIBRARY  
SERVICES

## REFERENCE SERVICE POLICY

Date of Adoption: 19 July 2011

Effective Date: 19 July 2011

## Contents

Objectives .....	3
Scope .....	3
Definitions .....	3
Principles .....	3
Availability of Information .....	3
Retrieving Information .....	3
Quality of Information Delivered .....	3
Facilities .....	3
Training .....	3
Payment for Information .....	3
Resources .....	3
Responsibilities .....	4
Procedures .....	4
Complaints .....	4

## Objectives

The objectives of this policy are to:

- ensure that information supplied to customers is of a high standard;
- ensure efficient and effective management of the reference service and collection; and
- ensure that customers are given adequate assistance and instructions in locating information.

## Scope

This policy applies to all members of the public who use the reference and information service and local studies resources at the City of Canada Bay Libraries.

## Definitions

- 'City of Canada Bay Library' or 'the library' refers to Concord and Five Dock libraries.
- 'Reference and Information Service' is inclusive of Local Studies.

## Principles

### Availability of Information

Information is available to all, children and adults, without prejudice and in all areas without discrimination.

### Retrieving Information

Every effort will be made to discover information as a result of an enquiry, whether from the library itself or from other relevant agencies.

### Quality of Information Delivered

All information retrieved for the public is relevant, accurate, timely and presentable.

### Facilities

The library will provide the necessary facilities to access information. This includes study areas, computers including internet and office products and photocopiers.

### Training

The assistance of trained staff will be provided for the enquirer to discover the answer to the enquiry or to help with his or her own use of the source. Finding aids will be provided as required.

### Payment for Information

There will be no charge for information but payment may be charged for some services as defined below:

- Charges may be levied for information retained by the enquirer e.g. printing and photocopies.
- There will be no charge for staff time but the librarian reserves the right to state that there is a limit to the time which may be given according to the service's needs depending on the demands on the service at that time.
- Local Studies and Reference research is free of charge for the first hour, and will be charged at the rate advertised in the City of Canada Bay's Schedule of Fees and Charges after the first hour.

### Resources

A number of print media including books, newspapers and magazines, leaflets and handbooks etc may be used to respond to enquiries. Electronic resources in the form of online databases and the internet may also be used to respond to enquiries. Staff will endeavour to make full use of technological developments to improve information provision.

All attempts will be made to create relevant and current collections before receiving enquiries.

The library can only provide access to information and cannot give advice (e.g. Legal information as opposed to legal advice)

The library cannot accept responsibility for any undesirable and/or negative consequences as a result of a person acting on information received through the Reference & Information Service.

## Responsibilities

Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

## Procedures

Specific procedures for the implementation of this policy are clearly outlined in *City of Canada Bay Library Service's Procedures Manual*.

## Complaints

- Any complaint or appeal will be dealt with in the first instance by the Shift Supervisor. Complaints or appeals may also be emailed to [library@canadabay.nsw.gov.au](mailto:library@canadabay.nsw.gov.au).
- Complaints or appeals that cannot be resolved at this level will be referred first to the Concord, Five Dock or Client Services Co-ordinators and if still unresolved to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:

The General Manager  
City of Canada Bay  
Locked Bag 1470 Drummoyne NSW 1470  
Email: [council@canadabay.nsw.gov.au](mailto:council@canadabay.nsw.gov.au)