



Tablelands Regional Library Service

Reference & Information Services Policy

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1. POLICY INTENT

To define the conditions relating to the provision of Reference and Information Services by the Tablelands Regional Library Service

2. SCOPE

This policy applies to all reference and information requests by visitors and members of the Tablelands Regional Library Service

3. DEFINITION

Reference and Information Services consist of two components:

- The acquisition, display and promotion of the Tablelands Regional Library Service Reference collection
- Reference queries, self help resources and Reader's Advisory assistance

4. POLICY OBJECTIVES

The objective of this policy is:

- to define the level of general Reference and Information services provided by Tablelands Regional Library Service
- to establish the role and responsibility of library staff in providing access to information

5. POLICY STATEMENT

The role on library staff in providing Reference and Information service is:

- to assist in guiding customers to likely sources of information within the library
- to refer customers to external online and print resources

6. REFERENCE MATERIALS

Tablelands Regional Library Reference material is Not for Loan.

The size of the Reference collection will differ between branches according to usage and geographical location

Tablelands Regional Library Reference collection:

- Consists of encyclopaedias, dictionaries, handbooks, government publications and specialist texts
- Includes books, periodicals, research databases and Internet sources
- Generally the current edition of a title is stored at Atherton branch with the previous edition relocated to another branch.

7. REFERENCE SERVICES

The level of staff assistance provided for an enquiry is at the discretion of the Branch Supervisor or specialist librarian.

This level is dependant on staffing availability and the volume of business at the circulation desk

7.1 Ready Reference Enquiries

All Tablelands Regional Library staff will assist in answering online, phone or in person ready-reference enquiries where these involve locating brief, factual information from sources available in the library

As a guide, ready reference or Information assistance is limited to approximately 5 -10 minutes per enquiry.

7.2 Self Help Resources

Library staff are available to provide education and assistance with self-help resources

These resources include :

- Online resources
- Online library catalogue
- Tablelands Regional Library website
- Directional signage

7.3 Detailed Reference Enquires

- Staff availability for extended reference or Information enquiries is limited.

- Reference enquiries that may take over 10 mins will be answered at a later time. Customer details will be taken and the customer contacted when the results are available
- Detailed Reference enquires may be passed on to the Collections & Systems Supervisor or Local and Family History Librarian.

7.4 Local & Family History Enquiries

The Local and Family History Librarian will, whenever possible, provide assistance for visitors and library members seeking information on Tablelands region from the Local and Family History collection

7.5 Readers Advisory

Tablelands Regional Library Service recognizes that reading has a crucial role to play in creating independent learners, underpinning literacy skills and educational attainment, and helping people understand themselves and others better.

Tablelands Regional Library Service supports the active encouragement of reading, reading choices and increased reading enjoyment and offers opportunities for people to share their reading experiences.

Tablelands Regional Library Service supports the active involvement of library staff in the reading development of children, young people and adults.

Library staff are available to offer reading guides and assistance with reading selections

Readers advisory resources include :

- Genre bookmarks
- 'Who writes like' reference works
- New book lists
- Catalogue instruction

8. RESPONSIBILITY FOR USE OR INTERPRETATION OF INFORMATION

Neither Tablelands Regional Library Service nor Tablelands Regional Council accept responsibility for the final use, or interpretation, of the information provided to a library customer.

While Tablelands Regional Library Service endeavours to provide resources from reputable and authoritative sources, it is the responsibility of each customer to personally assess the validity, accuracy and currency of the information they use.

9. ASSOCIATED DOCUMENTS

- Tablelands Regional Library Collection Development Policy
- Tablelands Regional Library Interlibrary Loans Policy
- Tablelands Regional Library Public Internet Use Policy
- Tablelands Regional Library Social Networking Policy

10. REVIEW

It is the responsibility of the Coordinator Libraries to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required..

11. DISTRIBUTION REGISTER

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This policy is to remain in force until otherwise determined by Council.