Category: Public Service
Policy Number: 6-5
POLICY Name: Information Services
Revision: 2.0

Purpose:
To describe the assumptions that underlie the delivery of information services.

Policy:
The Library endorses the principle that all people have the right to information and that access to information should be universal, equitable and affordable. Our purpose is to fulfill the multiple literacy needs of our customers, including information literacy which is essential for participation in the economic, social, cultural and political life of the community.

Information Services are provided to all people. Library membership is not required except when accessing licensed databases via the Library's website.

Staff who provide Information Services strive to ensure customers are provided access to the information and resources they need and receive assistance to navigate the complexity of the library's collections whether in print, electronic or non-book format and including the Internet. Waterloo Public Library values and retains well-trained, knowledgeable employees who exemplify friendliness and personal attention, who employ excellent communication skills to negotiate reference questions, and who exercise tact and respect the privacy of customers.

Staff use judgment to assess the most appropriate way to provide Information Service that is effective and efficient, within the time constraints created by popular demand.

Reference service is provided in-person, and remotely via telephone, *Ask Us!* and other email, regular mail, and social media. For more complex and lengthy questions, customers are urged to come into the library for personal assistance with their research. Whenever possible remote questions are completed immediately. However, in cases where a call back or a written response is required, the customer can expect to be contacted within a timely period.

The Library supports resource-sharing arrangements with other libraries and staff exercise judgment in providing assistance through Interlibrary Loan or by referring customers to sources outside the Library.

Revision Level	Revision Date	Change
1.0	June 26, 2003	Initial Release
2.0	July 27, 2015	Reviewed & Updated