

1. Objective

Our service staff will assist you to research a topic and access relevant library resources, as well as helping you select your leisure reading material.

2. Our Service Commitment

- a) Our staff will welcome all questions from all patrons, including school-related questions you may have as a student.
- b) Our staff will pursue recreational and reference reading requests with equal diligence.
- c) Our staff will answer questions without passing judgment.
- d) Our staff will answer your questions as fully as possible. Depending on the nature of your question and how busy the Library is, they may need to respond later. In this case, they will tell you when they will be able to assist you.
- e) You may request information in person or by telephone, email or post. Our staff will respond on a first-come, first-served basis, after they have served patrons who are in the Library.
- f) If our staff cannot find the answer to your question in our collection, they will:
 - make an interlibrary loan request, or
 - provide you with contact information for the appropriate agency or organization, if known, and
 - log the question for future reference.

3. Excluded Questions

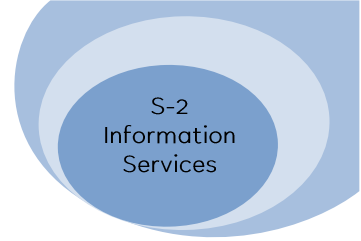
- a) Our staff will not answer prize contest questions.
- b) Our staff can provide specialized information, such as medical, legal, census, or tax, but will not interpret it for you.

4. Responsibilities

The CEO:

- a) develops and maintains a reference collection, within the relevant non-fiction sections, that is appropriate to the needs of the community
 - b) reviews unanswered questions for relevance to development of the collection
 - c) stays current with technologies that give online assistance in readers' advisory
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Information Services



- d) may delegate specific tasks to staff; and
- e) trains staff to assist you.