



POLICY PURPOSE

The North Perth Public Library's (NPPL) information services connect people with print and electronic resources to fulfil their informational, educational, cultural and recreational needs.

POLICY DETAILS

- All users seeking information will be treated equally regardless of sex, age, ability, and ethnicity.
- The staff will respect and protect the confidential nature of requests for information, as per OP-04 Protection of Patron Privacy
- The staff will answer all reference and readers' advisory questions efficiently, accurately and as completely as possible in a manner that is in accordance with FN-03 Intellectual Freedom.
- The staff will assist the user in finding information and will provide instruction on how to use the library's resources based on the patron's needs. If it is not possible to find an answer using the library's own resources, staff will refer patrons to other community agencies and resources as appropriate.
- In the course of reference duties, a staff member may provide information from medical, legal, or financial sources. Staff will do so readily but will not offer any advice or interpretation of the information provided.

RELATED DOCUMENTS

- NPPL FN-03 Intellectual Freedom

- NPPL OP-04 Protection of Patron Privacy

SCOPE:

This policy applies to the NPPL Board, staff, patrons, and users of library services

Approved by the Library Board: June 2018

Revised: Sept 2021, Nov 12, 2024