

Carlsbad Public Library

Information Services Policy

The purpose of this policy is to describe the scope of the library's informational services and to provide standards for a consistently high level of patron service.

A. Information Service Standards

The Carlsbad Public Library regards every information request as important. All questions will be given equal consideration, and each will be answered as accurately and completely as possible.

1. All information requests will be handled in a timely manner. Information will be provided to patrons without judgment.
2. No limitations will be placed on information provided unless it is a copyright violation.
3. The information needs of every library patron will always be taken seriously and treated with the utmost respect and confidentiality.
4. Information provided by library staff is always based on accurate sources from a reliable authority. Answers to questions will always be verified and a source cited, even for “common knowledge” information.
5. Since many patrons are reluctant to request aid, it is the responsibility of library staff to offer service when it appears needed.
6. While on desk duty, service to the public takes precedence over other library duties.
7. Neither the patron's nor the library staff personal opinions and beliefs shall influence the quality of service given. Library staff shall not offer their personal opinions to patrons.

B. Special Inquiries

1. When answering inquiries pertaining to legal, medical, or tax information, library staff will provide pertinent material but may not interpret the information, as this requires specialized knowledge which the library staff does not have. Staff can assist the patron in locating organizations or experts who can provide assistance.
2. Extensive research is beyond the scope of the Library staff to perform. Staff may refer patrons with in-depth research needs to outside organizations.

Reviewed and approved by the Carlsbad Public Library Board of Trustees 11/09/2011.

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3. Readers' advisory services are available at the Information Desk. Staff will assist patrons in locating and selecting materials. In response to such inquiries, library staff members may offer recommendations based on expressed patron preferences and knowledge of library resources.

C. Electronic Databases and Internet Resources

1. Staff will recommend the appropriate Library electronic resources to answer information inquiries and assist patrons in accessing databases.
2. Staff may offer suggestions to patrons using the Internet and help within the limits of their expertise. Staff cannot guarantee the validity of information obtained from the Internet, but instead provide tools and recommendations to help patrons evaluate the credibility of the resource for themselves.

D. Community Information

1. Carlsbad Public Library will strive to maintain and make available to the public current information on local community resources, agencies, and events. Pamphlets, flyers, maps, or other material handouts shall be made available as provided by the issuing agency.
2. Library staff may refer patrons to local organizations or groups to meet specific information needs.

E. Questions or Exception Requests

1. Questions about this or any library policy may be addressed to the Library Director during regular business hours. Exception requests to library policies may be made to the Library Board of Trustees at any regular scheduled meeting.