

SPARWOOD PUBLIC LIBRARY ASSOCIATION (SPLA) STATEMENT of POLICIES		Page:	1 of 1
Chapter:	OPERATIONS	SP No.	D.4
Subject:	Information Services	Approved:	June 12, 2024
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Replaces:	NEW	Dated:	

POLICY

1. The goal of Information Services is to provide consistent, high-quality assistance to all Sparwood Library users seeking information.
2. In support of this goal, Sparwood Public Library staff will ensure that:
 - a. Users of all ages and circumstances are treated with equal attention and with sensitivity to their particular needs.
 - b. All requests by users for information are considered legitimate and are handled as such.
 - c. All requests for information respect user confidentiality and privacy in accordance with [Freedom of Information and Protection of Privacy Act](#).
 - d. All requests for information are treated in an impartial and professional manner, even when contrary to one's personal beliefs.
 - e. All requests are answered or redirected where possible.
3. The Sparwood Library subscribes to the Canadian Federation of Library Associations [Statement on Intellectual Freedom and Libraries](#).

PURPOSE

4. To provide details on the provision of information services.

RESPONSIBILITY

5. The oversight of the information services policy is the responsibility of the Board and the Chief Librarian.

PROCEDURES

6. This policy will be reviewed annually.