



Information Services

The goal of Information Services is to provide consistent high quality public service by offering accurate information in response to Library user requests. Knowledge of users' needs and expectations is vital to ensure that the Library offers superior service.

In support of these goals, Information Services staff will ensure that:

- users of all ages and circumstances are treated with equal attention and with sensitivity to their particular needs;
- all requests by users for information are considered legitimate and are handled as such;
- all requests for information respect user confidentiality and privacy according to the Library's Freedom of Information & Privacy Policy;
- all requests for information are treated in an impartial and professional manner, even when it is contrary to personal beliefs; and
- all requests are answered or redirected where possible.

In addition, the Library subscribes to:

- Canadian Library Association's Code of Ethics
- Canadian Library Association's Position Statement on Intellectual Freedom

Approved by the Greater Victoria Public Library Board:	June 27, 1989
Reviewed by the Policy & Program Development Committee:	June 5, 2008
Amended by the Greater Victoria Public Library Board:	June 24, 2008