

Reference service policy

Last modified 20 June 2004 - Review June 2006 or as required. Approved by SLT

All Library customers are entitled to equitable reference service that can be provided either in person, or by telephone, email, Live Online and written correspondence. All customer enquiries have equal priority to receive prompt, high quality service from Library colleagues.

Some reference services may incur a charge.

At times, a recommendation may be made to non-Library members that their enquiry will be better, or more appropriately, directed to another library or information provider.

The provision of reference service contributes to the Library fulfilling all of its five key goals but in particular:

“Working with you where you are” (+ Library)

“Supporting your learning (Learning and Literacy)

“Delivering more ways and places...to put the world at your fingertips”
(Information how when and where)

Definition

Reference service: Librarians can add value to a customer’s use of the Library’s resources and services. Reference service may include guiding or assisting customers with specific queries or helping them to identify, access or use resources from within or beyond the Library’s collections, or via the world wide web.

Live Online: An interactive enquiry session with a librarian over the Internet. Customers can seek answers to information questions, help with using databases and more. Live Online is available only to Library members.

Regulations

1. Christchurch City Libraries acknowledges the following LIANZA statements.
Access to Information
Intellectual Freedom
Code of Professional Conduct
2. There is a three-day maximum turnaround for the Library’s response to enquiries. All enquiries, except those requiring lengthy research and access to remotely held resources, will be completed within this time.
3. Some reference services may incur a charge.

Charges for enquiries

- City and non-city customers, with the exception of the Aotearoa New Zealand Centre, are charged \$40.00 per hour for enquiry

work after 30 minutes of a staff member's time. The smallest chargeable time unit is 30 minutes.

- A staff member will consult the customer before proceeding with the search further is likely to be a charge.
- The customer will be charged for any additional cost (e.g. photocopying, faxing and on-line charges).
- Payment of the enquiry account must be arranged before the information can be collected or sent electronically (i.e. pre-paid or agree to charges being added to the customer's library record).
- Enquiries that involve showing a customer how to use the library, rather than the staff member finding the information for the customer, are excluded from this and are free of charge.

Charges for enquiries in the Aotearoa New Zealand Centre (ANZC)

1. The ANZC provides the following service free of charge:
 - Helping customers find and use appropriate sources of information
 - Quick reference enquiries – any information which is relatively straightforward and quickly found within 10 minutes.
 - Time spent identifying the best sources of information for more complicated enquiries. If such an enquiry is going to take longer than 30 minutes staff will give customer a progress report and ask if they want staff to continue at a cost.
2. Charges are made for the following:
 - The nature of many enquires taken in the Aotearoa New Zealand Centre differs from elsewhere in the Library. Many require time- consuming repetitive checking that customers could do for themselves. This includes, for example, checking indexes, runs of statistics, electoral rolls, newspapers over a number of dates.
 - Therefore all enquiries of more than 10 minutes, with the exception of some more complicated enquires where staff might spend up to 30 minutes identifying sources for customers to work through, will be charged for at the same rates and additional charges as set out above.

Information delivery

- Information by fax the following charges apply.

Within Christchurch	First page free
Within New Zealand	\$2.00 per fax under 5 pages \$5.00 per fax for 5-10 pages \$5.00 + 50c/ page for 11 pages+
Overseas	As above, plus toll charges

- Usually information can only be faxed if customers are members of the Christchurch City Libraries, as any fax charges are added to a

customer's library record to be paid next visit. If customers are not library members, payment in advance is required.

4. Remote customers must pay in advance for any printing, fax, postage and quoted reference charges before information will be sent to them.
5. Non-members of Christchurch City Libraries must pay any related charges prior to collection of information.
6. Members may have related charges added to their Library record.