# G6. INFORMATION AND READERS’ ADVISORY SERVICES WORKSHEET

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| Library / Branch:        |
| Completed by:        | Date:       |

## Objectives

To offer information and readers’ advisory services to all library customers.

To ensure that these services provide customers with the information and/or reading materials that suit their requirements in an appropriate timeframe.

To offer education programs to support information and digital literacy, and effective use of library resources and facilities.

This Guideline should be read in conjunction with G22 Customer service.

## Guidelines

| **Guideline***These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator***Select from drop down list* | **Commentary***Add comments on the library’s performance in the context of each Guideline* |
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| Reference and information services are core components of public library services |  | Comments:       |
| Appropriately skilled and trained staff deal with information and readers’ advisory requests |  | Comments:       |
| Library staff are proactive in offering assistance and promoting services and resources to customers |  | Comments:       |
| Library collections and electronic resources support the provision of information by library staff in response to requests for information and recreational material |  | Comments:       |
| Information services are accessible to library customers onsite and electronically |  | Comments:       |
| When appropriate for content and the community served, library delivers customer education and help services online via its website |  | Comments:       |
| Appropriately trained staff provide customer education programs |  | Comments:       |
| Reader education programs and activities in the library are appropriately advertised and promoted |  | Comments:       |
| Appropriate community information database/s are developed and/or used for information service delivery |  | Comments:       |
| Interlibrary loan services are used to support information service delivery |  | Comments:       |
| Signage in library buildings is used to facilitate access to information and readers’ advisory services |  | Comments:       |
| High quality informational, directional, instructional and promotional material is used/provided |  | Comments:       |
| Interior layout and furniture facilitate side-by-side options for staff assistance to readers, particularly when demonstrating online services. |  | Comments:       |
| Appropriate training in information service and readers’ advisory work and procedures are provided to all staff |  | Comments:       |
| Staff have a responsibility to maintain their reference and readers advisory skills and knowledge to a professional standard by participating in training and self-development/education. |  | Comments:       |
| The Enquiry Completion Rate is used to track information requests including any enquiry which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more informational sources, including information and referral services, by a member of the library staff. Information sources include printed and non-printed materials, databases, online resources, catalogues, referral to other libraries, institutions and people inside and outside the Library. |  | Comments:       |

## Suggested performance indicators

* Enquiry Completion Rate: <http://www.sl.nsw.gov.au/services/public_libraries/statistics/ECR.html>
* Number of reservations per annum
* Number of requests per annum involving all aspects of library services onsite and electronically:

Information requests

Readers’ advisory requests

Community information enquiries

Council services enquiries.

* Number of reader education and training programs offered per annum
* Attendance numbers of library customers at public reader education and other training programs per annum
* Satisfaction rate for reader education and other training programs.