

Information and Learning Services Policy

Date: May 2020

Review Date: May 2023



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| Policy Information | |
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| Policy Title | <i>Information and Learning Services Policy</i> |
| Policy Number | <i>POL024</i> |
| Version | <i>Version 3 (May 2020)</i> |
| Policy Sponsor | <i>The Deputy Head of Service with responsibility for Digital Inclusion</i> |
| Policy Owner | <i>The Service Development Manager with responsibility for this area</i> |
| Committee and date recommended for approval | Services Committee, 21 May 2020 |
| Date approved by the Board | 2 July 2020 |
| Equality Screening Status | 1. Screened: 14 January 2014 2. Screening Reviewed: 19 April 2017 3. Screening Reviewed: 11 May 2020 |
| Rural Needs Impact Assessment Status | 1. Assessed: 11 May 2020 |
| Date Set For Review | May 2023 |
| Related Policies | <ul style="list-style-type: none"> • <i>Children's and Young People's Services Policy</i> • <i>Community Information Policy</i> • <i>Customer Feedback Policy</i> • <i>Digital Inclusion Policy</i> • <i>Engaging with Culture and Creativity Policy</i> • <i>Heritage Policy</i> • <i>Partnership Policy</i> • <i>Policy for the Loan and Use of Heritage and Other Assets</i> • <i>Reading and Reader Development Policy</i> • <i>Stock Policy</i> |

Libraries NI
Information and Learning Services Policy

1. Introduction

- 1.1 "The public library service exists to make available to all..... information which provides opportunities for learning, knowledge and inspiration." (Delivering Tomorrow's Libraries, 2006)
- 1.2 Public libraries in Northern Ireland have a long tradition of collecting information resources and assisting customers in their use. In recent years this has included access to online resources. In today's society knowledge, skills and information are becoming more important educationally, economically, socially, in relation to our health and as citizens. The ability to make sense of and use the wealth of information available is vital to our ability to make choices and exercise democratic rights as citizens. However, access to information and the ability to use it are not equally distributed. This is particularly true of online resources.
- 1.3 Libraries have a critical role to play in helping to promote greater equality of access to, and capability in using, information and staff must have the skills to understand customer needs and help them to navigate through, and make sense of, the myriad of resources that are available.
- 1.4 Public libraries provide a learning network that runs parallel with formal education but also extends far beyond it. They complement and reinforce formal learning, but also provide an unthreatening environment where people with poor experiences of formal education can receive encouragement and advice and support to get back on the ladder of learning, raise their aspirations and improve their life chances.

2. Purpose

- 2.1 The purpose of this policy is to ensure a consistent approach to services for information and learning.

3. Policy

- 3.1 This policy relates to how Libraries NI will provide services, information resources and create opportunities that improve the life skills of children, young people, adults and families to assist them to achieve their creative and learning potential.
- 3.2 Libraries NI will:
 - provide supported access to information resources in a variety of formats with emphasis on the educational, lifelong learning, cultural, recreational, local community information and health and wellbeing needs of all customers

- provide a range of learning experiences for both individuals and groups to enable customers to access and use information sources and to participate in family and community life
- provide trusted, relevant, verified and up to date information and stock in multiple formats, ensuring there is an appropriate balance between printed and online material
- enhance access to learning opportunities that are informal and inclusive of all cultures and abilities
- work with partners to target support appropriately.

- 3.3 In addition, and subject to capacity in individual libraries, Libraries NI will provide the environment and resources required for learning support specifically:
- supported access to IT through a variety of methods
 - quiet study space
 - opportunities for group work
 - books and other media.

4. Authority

Policy Sponsor: The Deputy Head of Service with responsibility for Digital Inclusion is the Policy Sponsor.

Policy Owner: The Service Development Manager with responsibility for this area is the Policy Owner.

Policy Contact: The Senior Manager with responsibility for this area is the Policy Contact.

5. Related Documents

Policies

- Children's and Young People's Services Policy
- Community Information Policy
- Customer Feedback Policy
- Digital Inclusion Policy
- Engaging with Culture and Creativity Policy
- Heritage Policy
- Partnership Policy
- Policy for the Loan and Use of Heritage and Other Assets
- Reading and Reader Development Policy
- Stock Policy

Procedures

- Customer Feedback procedures