



Information and Learning Services Policy

Date: *18 May 2017*

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Policy Title	<i>Information and Learning Services Policy</i>
Policy Number	<i>POL024</i>
Policy Author/Owner	<i>The Service Development Manager with responsibility for Digital Inclusion</i>
Committee	<i>Services</i>
Date Approved	<i>6 July 2017</i>
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Related Policies	<ul style="list-style-type: none"> • <i>Children's and Young People's Services Policy</i> • <i>Community Information Policy</i> • <i>Engaging with Culture and Creativity Policy</i> • <i>Heritage Policy</i> • <i>Partnership Policy</i> • <i>Reading and Reader Development Policy</i> • <i>Stock Policy</i>
Date Set For Review	<i>May 2020</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. Today’s society is a society in which knowledge, skills and information are becoming more important to our lives, economically, socially 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.
- 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 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 of printed and online material
- enhance access to learning opportunities that are informal and inclusive of all cultures and abilities.

3.3 In addition, and subject to capacity in individual libraries, Libraries NI will provide the environment and resources required for learning support specifically:

- access to IT through a variety of methods
- quiet study space
- opportunities for group work
- books and other media.

4. Authority

Policy Sponsor: The Assistant Director with responsibility for Digital Inclusion is the Policy Sponsor.

Policy Owner: The Service Development Manager with responsibility for Digital Inclusion is the Policy Owner.

Policy Contact: The Senior Information and Learning Services Manager is the Policy Contact.

5. Related Documents

Policies

- Children's and Young People's Services Policy
- Community Information Policy
- Engaging with Culture and Creativity Policy
- Cultural Heritage Policy
- Partnership Policy
- Reading and Reader Development Policy
- Stock Policy