

The Centre for Literacy: Policy on reference service, research consultation and fees

The Centre for Literacy of Quebec, inc, is a literacy resource and training centre. As a non-profit registered charity, it is mandated to provide referrals, resources and consultation to non-profit community-based groups, organizations and individuals

1) Resources

The resources includes books, videos, documents and multimedia. They are accessible free-of-charge to anyone wishing to use them on site or borrow them, and there are no direct borrowing charges. Distance borrowers are charged for return postage, and for replacement costs of lost items. (For further details, see borrowing policy).

2) Basic Reference Service

Basic reference service means dealing with simple information queries from organization and other members of the public. In practice, it means that we refer people to sources of information in our library, on our web site, or elsewhere. The desired outcome is that users either get the answers they are looking for, or have received the help they need to make further enquiries.

There is no charge for our basic reference services, which include:

- Referrals to local literacy services and supports (see this page)
- Assistance with on-site browsing and remote searching of online catalogue;
- Identification and enumeration of relevant materials in the collection;
- Identification of and referral to sources of relevant/specific expertise available outside The Centre (e.g., provision of a list of web links to other organizations – see IE “Favourites” and Links pages on web site.)

3) Research consultation

Research consultation is defined here as a request to do research beyond the basic level outlined in 2).

3.1 Dealing with requests: general policy

The Centre for Literacy is pleased to offer research consultation services to organizations and individuals doing research in the field of literacy.

The Librarian/Researcher is primarily responsible for handling requests for research consultation.

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The Centre charges a flat fee of \$50/hour for research consultation services. This fee applies only to extended research and The Centre is in a position to do this research for organizations that do not have the resources or knowledge to either do it themselves or to pay others to do it for them.

The Centre has a finite number of consulting hours available for the year. We allocate these hours based on the following principles:

- Giving priority to non-profit endeavors (in accordance with our mandate);
- Giving priority to Quebec-based organizations
- Keeping an appropriate balance between time spent on consultation and time spent on other activities