

Policy on library and research fees

The Centre for Literacy is a Canadian centre of expertise that supports best practices and informed policy development in literacy and essential skills. It provides referrals, resources and consultation to organizations and individuals.

Resources

Resources include books, videos, documents and multimedia in the library, and articles, presentations, and links on our web site. Online access is free. Library materials are also free if the borrower comes to pick them up and returns them in person. Distance borrowers pay the cost of shipping materials.

Reference Service

Reference service is defined as answering simple information queries from organizations and members of the public that require little time (maximum of 1 hour). We refer people to sources of information in our library, on our web site, or elsewhere, so they either get the answers they are seeking, or receive 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
- Assistance with on-site browsing and remote searching of the online catalogue;
- Identification and enumeration of relevant materials in our 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)

Research consultation

Research consultation is defined as research beyond the boundaries described above. The Centre for Literacy offers consulting to organizations and individuals doing research in or related to the field of literacy. We sub-contract to one of several experts who work under our supervision.

The Centre has a sliding scale of fees for research consultation as follows:

Non-profit organizations without funding for research: \$25.00 /hour

Non-profit organizations with funds for research: The Centre negotiates a fee up to a maximum of \$65.00 /hour, based on available budget.

For-profit organizations: \$150.00/hour

The Researcher/Librarian handles requests and supervises the work. The Centre has a finite number of consulting hours available, based on the time required to screen requests and supervise part-time researchers. We allocate these hours based on the following principles:

- Priority to non-profit organizations or groups
- Appropriate balance between time spent on consultation, on library services and on internal research that supports The Centre's activities