

## **Fleetwood Area Public Library Reference Policy**

During the library's business hours, a staff member or volunteer who has been trained in the use of basic library resources will be available to the public. Patrons may visit [www.berks.lib.pa.us/sfl](http://www.berks.lib.pa.us/sfl) to access Power Library databases, Access PA, and the library's public catalog.

Reference and other direct public services receive priority over other duties. In-person and telephone requests will be handled in the order received. When a quick response is not available to a telephone inquiry, the library will return the patron's phone call within the same business day.

Generally, reference services are limited to such services as can be provided in five or ten minutes. If the patron requires further assistance, an appointment may be made with the Library Director. Telephone reference service is appropriate only for short factual information inquiries. Lengthy research for homework assignments is not performed in response to telephone requests. Library staff will assist students to find appropriate sources and/or instruction in the use of library resources.

Library staff will provide contact information for the Reading Public Library's Reference Department to patrons as needed. Patrons will also be advised of other library resources or referred to other appropriate agencies. No referral may be made to individual practitioners.

**Adopted by the FAPL Board of Trustees, March 28, 1995**

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