Reference Policy

Brandywine Community Library
Policy Updated: 5/25/25

Level of Commitment

Brandywine Community Library is committed to maintaining a reference collection at the Basic Plus level, a standard set by BCPL as collection budget allows. However, the reference collection also includes additional resources in high-interest areas. Diverse and unique resources available online have greatly changed the necessity of storing reference on library shelves. Power Library and other county-wide online resources provide unique opportunities to Pennsylvania library card holders.

Collection Development

As stated in the collection development policy, reference materials to support patron interests and needs, and reference materials to supplement the school curricula are necessary to the collection.

Service Policy

A. Ready reference will be offered in person and by telephone to adults and children. Telephone reference service is appropriate only for short factual information and inquiries. (Ready reference items include dictionaries, encyclopedias, collections of quick facts, statistics, quotations and other information that can be quickly looked at for answers.) Telephone patrons with lengthy research inquiries will be encouraged to come to the library for assistance.

B. Instruction at a basic level will be provided for reference materials, including the Internet. If a patron requests more than 10 minutes an appointment must be made with the Library Director.

C. All reference inquiries will be treated as confidential and no records will be retained that link the patron to a reference inquiry.

D. The library will seek to provide accurate information in a timely manner.

E. When information cannot be found from the collection, patrons will be referred to the District Library Center at the Reading Public Library or “Ask Here PA” online service.

F. In answering requests, the patron will be informed of the source of the information.