

**WERNERSVILLE PUBLIC LIBRARY
REFERENCE POLICY**

Basic Level reference service is available to all patrons of the library.

During regular library hours, requests for assistance with school assignments, etc., will be addressed by helping the patron in finding appropriate resources and/or instruction in the use of library resources, computer equipment and Internet services by trained staff.

Telephone reference services are limited to those that can be provided within five minutes or less.

In answering questions, the source of the answer shall always be cited and, when relevant, the date of publication of that source. Date of publication shall always be included in the case of medical or legal inquiries.

Unanswered questions may be forwarded to the District Library Center or referred to other appropriate agencies.