

# **Bernville Area Community Library**

## **Reference Policy**

The Board of Trustees and the Staff of the Bernville Area Community Library believe that the library is an essential resource for meeting the needs, both educational and informational, of the community.

### **General Policy**

The Bernville Area Community Library maintains a reference collection at the 1A Basic Level. The reference collection will be reviewed annually at the discretion of the Library Director. Inaccurate or old reference materials and items in poor physical condition will be weeded and properly recycled. Replacements for weeded items will be carefully considered using the current collection selection criteria.

### **Confidentiality**

The Bernville Area Community Library will not reveal the names of patrons or the nature of materials used by them to anyone, except by court order in a criminal proceeding as according to Pennsylvania's Act 90, the Library Records Confidential Act.

### **Availability of Services**

The Library makes available reference materials to all of its patrons, regardless of age, sex, religion, race, social, economic status and/or physical disability. When the Bernville Area Community Library lacks the resources to adequately respond to reference requests, the patron will be advised of alternate sources and/or agencies.

### **Reference Requests**

Reference and other direct public services receive priority by staff over other duties. Library staff should assist patrons to become knowledgeable regarding research techniques whenever possible. Reference responses shall always cite source and date of source with the exception of responses to patrons aged seven (7) and under.

### **Medical and Legal Inquiries**

The staff of the Library cannot provide medical or legal advice but will guide patrons to sources of information.

### **School Assignments**

Requests made in-person for help with school assignments will be addressed by assisting the student and instructing said student in the use of library resources.

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## **Tax Information**

Forms may be printed off the appropriate website for patrons for \$.15 per page but it is not the responsibility of the staff of the Bernville Area Community Library to answer specific questions nor is it their responsibility to offer advice on filling out said tax forms.

## **Telephone and Email Requests**

Telephone and email requests shall be handled in the order received and in a timely manner. When it is not possible to respond quickly to telephone requests, the caller has the option to have their call returned or remain on hold. When it is not possible to respond quickly to an email request, a Library Director will send a message back to the patron informing the patron that there will be a response with an answer as soon as possible.

Adopted:

Reviewed: November 2005

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