

# **Womelsdorf Community Library**

## **Reference Policy**

The Womelsdorf Community Library maintains a reference collection at the “Core” level. The reference collection shall be reviewed annually: Out dated or inappropriate materials shall be removed and needed resources considered for purchase.

Reference service is available to all persons served by the library regardless of age, sex, religion, race, social or economic status or physical disability. In compliance with Pennsylvania’s Act 90, the Library Records Confidential Act, the 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.

Reference and other direct public services receive priority over other duties. In-person and telephone requests should be handled in the order received. Where it is not possible to respond quickly to telephone inquiries, the caller should be offered the choice of having their call returned or of remaining on hold.

In answering reference inquiries, the source of the answer shall always be cited and when relevant, the date of the publication of the source. Date of publication should always be included in the case of medical or legal inquiries. Medical and legal inquiries will not be accepted over the phone.

Generally, reference services are limited to such services as can be provided in five or ten minutes. Telephone reference is appropriate only for short factual information inquiries. Lengthy research for homework assignments is not performed in response to telephone request. In-person requests for assistance with school assignments will generally be addressed by assisting the student in finding appropriate potential sources as well as instructing the student in the use of the library resources.

Where the Womelsdorf Community Library lacks the resources to answer an inquiry, the inquiry may be forwarded to the District Library Center. Alternately, the patron may be advised of other library resources or referred to appropriate other agencies.

Womelsdorf Community Library  
Board of Trustees  
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