

Reference Service Policy  
Westbrook Public Library

Reference service and materials are available to all persons during the hours the Library is open and provided in response to all forms of inquiry including - but not limited to - patrons in the Library, the telephone, e-mail, and other facsimiles of communication.

The Westbrook Public Library will assist patrons in the use of the Library and teach instruction in the use of reference sources when appropriate. The Library will encourage patrons who will need to use reference tools repeatedly to learn the use of the tools.

In the instance of legal, medical, investment or tax reference questions, the staff may only guide the patron to the material available on the topic of interest and not offer advice. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, or select income tax forms.

Approved 11-10-21