



Service Limitations Policy

Legal and Tax Information

Staff provide legal definitions and specific citations from the codes, but do not interpret passages. Staff do not recommend specific attorneys, but may suggest the patron contact an attorney or the local bar association for further assistance. Staff assist patrons in locating specific tax forms and publications. Staff do not interpret tax regulations or provide tax advice.

Medical Information

Staff will assist patrons in finding information about diseases, medical conditions, tests, and treatments in print and electronic resources. Staff do not interpret the information found in these medical resources. Staff do not make diagnoses, give advice, or recommend specific health care professionals.

Research Requests

If the information needed to answer a question is very lengthy or must be compiled from several sources, staff will help the patron to locate appropriate materials, show him or her how to use them, and check periodically to make sure the patron is progressing well. When a research request is phoned in, staff will encourage the patron to come to the Library in person if the appropriate materials are accessible in the Library. Staff may recommend electronic resources and borrowing from other libraries, and may make referrals to other libraries and organizations when those collections would better meet the patron's needs.

Adopted: 2/11/19