

Portland Library

**20 Freestone Avenue
Portland, CT 06480
860-342-6770**

Information Policy

The Portland Library serves patrons of all ages and circumstances with equal attention and with sensitivity to their particular needs.

Trained staff shall be available at all hours that the library is open. The staff shall serve as the link between the library resources and the individual in pursuit of information.

Library staff shall promote and support training library patrons in the use of the library and its resources.

Information staff shall provide timely, accurate and useful information to patrons, whether requested in person or over the telephone. Staff shall also provide patrons with information and referrals to resources outside the library.

Library staff shall provide information in an impartial and confidential manner, even when contrary to their personal beliefs. Staff shall not offer individual opinions.

Approved by the Library Board
September 21, 1995
Revised, September 17, 1998
Revised September 19, 2001

Updated 3/17/2011