



PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Reference and Information Services

03.04.01.G2 Guidelines for Reference Requests from Incarcerated Individuals

1. PCCLD accepts reference requests from incarcerated individuals through mail correspondence. All reference requests from incarcerated individuals will be forwarded to the reference librarian.
2. PCCLD will not accept reference inquiries by phone from correctional institutions.
3. The reference librarian or their designees will respond to inmate reference requests via mail within ten business days.
4. Pending the reference request, the reference librarian may send a maximum of 10 pages of black and white copies free of charge. The reference librarian may also recommend other resources available from PCCLD that may be accessed through Interlibrary Loan services at their correctional facility.
5. The reference librarian is expected to exercise professional judgement when making a determination about the information to send in response to a reference inquiry. Please note that the Colorado Department of Corrections practices their own censoring procedures and guidelines for mail, to include library resources and materials. PCCLD will adhere to the following guidelines when responding to reference requests from incarcerated individuals:
6. ~~According to PCCLD's policy concerning Library Fees, [03.02.05.S1](#), the library charges \$3.00 for written correspondence. People who are incarcerated cannot afford the cost of postage, so the Library will send at maximum 10 pages of black and white copies, for free depending on the content. The Library will make suggestions of other resources within PCCLD's collection for incarcerated individuals, which they can access through their facility's library ILL services. Any staff who is responding to the correspondence may use their own judgment on what to send/not send based on the individual's request/inquiry. Color copies are also at the discretion of the staff member responding to the inquiry.~~
 - a. PCCLD will NOT send pictures or any information pertaining to, or of children/minors.
 - b. PCCLD will NOT send pictures from social media accounts, and materials/resources of a pornographic and/or sexual nature. Staff responding to correspondence may use their judgment in some cases (I.E. Fine Art, tattoo artists/tattoo art), and if there is ever a question, staff should get guidance before making a decision on what to send to the individual from a superior or the Reference Librarian.

- c. PCCLD can mail correspondence to incarcerated individuals ONLY. The Library will not be sending correspondence to third party entities on behalf of the incarcerated individual.
- d. When addressing correspondence, include the incarcerated individual's full name and DOC #.
- e. Do not sign any correspondence with any staff member's full name. An example of an appropriate sign-off would be, "Sincerely, Pueblo City-County Library District". Do not include any personal information about any PCCLD staff.

~~Note: CDOC practices their own censoring procedures and guidelines for mail, and library resources/materials. Do not feel the need to censor retroactively, besides the guidelines listed above.~~

CUSTOMER SERVICE – Reference and Information Services
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Adopted: xx-xx-xxxx
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