



San Francisco Public Library

San Francisco Public Library Jail & Reentry Services staff is happy and excited to answer your reference questions. In order to offer you the best service possible, we ask that you be aware of the following rules and regulations that we are required to follow:

- 1) Due to the volume of letters we receive, we cannot answer more than two letters per patron per month. If you send more than two letters in a month, your requests will not be answered. We have limited staff and volunteers, which may mean that you will experience a delay in receiving a reply. Please do not send the same request more than once. We appreciate your understanding.
- 2) We can only send you ten (10) pages of information at a time. As a result, we may not be able to send all of the information you request.
- 3) We do not get into contact with a third party for you nor can we send any mail or correspondence on your behalf. Any requests for this will go unanswered.
- 4) We are unable to offer legal advice of any kind. We will not respond to any direct request for legal information or advice. (Please note that PARC may have a list of resources relevant to your legal needs. You can request this information by mailing PARC - P.O. Box 70447 Oakland, CA 94612.)
- 5) We do not send any adult materials, including images or text. This includes the name of companies that produce adult materials.
- 6) We do not send information promoting violence or the use of weapons, including lists of weapons/ammunition or any information pertaining to acquiring weapons.
- 7) We are unable to send you individual books/magazines/newspapers/etc. Please contact the Prisoners Literature Project - % Bound Together Books 1369 Haight St. San Francisco, CA 94117 - with these requests. (Prisoners Literature Project may only be able to fulfil one request per year).
- 8) We do not act as a personal correspondent (pen pal) for any individual, nor can we contact a pen pal service on behalf of anyone.
- 9) We do not send individual's contact information. This includes phone numbers, addresses, or email addresses for any individual.
- 10) We do not send maps or directions.
- 11) If any part of your letter requests prohibited information, the entire letter will not be answered.

Please be advised that a team of volunteers answers letters. To protect your privacy, all identifying information, including your name and facility, is only seen by SFPL staff. SFPL shreds your letters after they are answered and does not keep your information after you receive a response.

While every effort is made to provide accurate information, SFPL specifically disclaims all expressed and implied warranties with respect to the information and materials provided to patrons. SFPL and representatives shall have no liability for any damages, including, without limitation, direct, indirect, consequential, compensatory, special, punitive or incidental damages arising out of or relating to the use of our services.

We look forward to your questions.

**Send your questions to: SFPL Jail & Reentry Services
100 Larkin St.
San Francisco CA 94102**