

# Free Library of Philadelphia Prison and Reentry Services

## Reference-By-Mail Guidelines

---

The Free Library of Philadelphia is offering a Reference-By-Mail service to address the information needs of incarcerated individuals. Letters are handled by Free Library of Philadelphia staff. Please follow the listed guidelines below:

1. We are only able to answer information requests from patrons in PA facilities.
2. We will only answer up to 2 questions per letter.
3. We will only answer one letter per month per person.
4. We will send up to 5 double-sided pages of information.

### We Will Not Send:

1. Maps
2. Pornographic material
3. Information about private citizens
4. Personal information
5. Medical, financial, or legal advice
6. We will not facilitate pen pal exchanges
7. Books (Note: if you request a book we will respond with a recommendation for where to redirect your request.)



## Expectations

Any letters containing requests for information that we determined unfit to send, will be unanswered. You do not need to provide postage. We ask that you be patient as we work to answer your request. We will respond to letters in the order that we receive them. Letters from patrons outside of PA institutions will be answered on a case-by-case basis.

Please send inquiries to the following address:

Free Library of Philadelphia  
Prison and Reentry Services  
1901 Vine St.  
Philadelphia, PA 19104