

## INFORMATION SERVICES POLICIES

### GENEALOGICAL RESEARCH POLICY

Issue Date: 12/13/93

Revised: 4/14/98

All inquiries will be sent to the Information Services Department Head. Inquiries will be received either through the mail or by telephone. When taking telephone requests, the name, address, and telephone number of the person making the inquiry will be obtained. He/she will also be made aware of the fees for copying and mailing materials. Telephone inquiries requiring research of less than one half hour will be handled by the Information Services staff.

Any requests sent to Information Services Department Head will be turned over to the genealogy volunteer for research, unless the request can be answered within a reasonable amount of time. "Reasonable amount of time" is to be defined by the Information Services Department Head. All inquiries will receive a response, even if it is only a reply that nothing can be found.

Inquiries will be researched and answered as staff and volunteer time permits. Requests will be handled on a first-come, first-served basis; with the Library reserving the right to change this at any time.

Each request filled, with full or partial information being located, will be assessed a minimum charge of \$1.00. This fee covers handling, a maximum of three pages of photocopies, and/or postage. On occasion, gifts in excess of fee charges are received. These are added to the Library's gift fund unless designated otherwise. If more than three pages are necessary, each additional page will cost \$0.20 per page.

### GENERAL INFORMATION RESEARCH POLICY

Issue Date: