

### Reference Research Policy

1. Due to staffing and time constraints, the Stillwater Public Library Reference Department's primary focuses are reader's advisory, answering ready reference questions, and assisting in locating materials to answer more complex questions.
2. In general, any questions requiring more than fifteen minutes of Reference staff research in which a patron does not assist; compound questions; and questions involving microform research fall under this research policy.
3. Fees for research are \$20.00 per hour with a \$5.00 minimum. This fee includes first class postage. Photocopies are \$.10 per page and microfilmed copies are \$.15 per page.
4. The total charged time includes time used for the preparation of mailing.
5. The Reference staff will have discretion over deciding which questions in the above list fall under the Research Policy. Considerations include, time involved, complexity of the question, number of questions asked, sources used, and ease of determination of search strategies.
6. The Library reserves the right to refuse to contract for additional services, if it would interfere with primary services given to other patrons.
7. The Reference staff will make every attempt to find the answer or information to a question or request. However, staff may not be able to find certain information. Nonetheless, fees will be assessed for the research.
8. Patrons must specify a maximum fee at which the Reference staff must cease researching until an agreement for additional research is negotiated.
9. Research is performed only as time permits and other reference duties take precedence over research. The Reference staff and patron may negotiate a date by which the research should be completed. However, intervening reference duties may delay research completion. In such an event, the staff will contact the patron and renegotiate a later completion date.
10. Prior to beginning research, the Reference staff will contact the patron for fee authorization. This authorization must be given before any work is done.

Disagreements concerning any aspect of this policy may be appealed to the Stillwater Public Library Board.

Approved by Library Board 6/24/03

Revised 2/25/14

Re-affirmed 12/27/05; 2/23/10