

**IMAGINEIF LIBRARIES
POLICY 4003: SPECIAL REFERENCE AND RESEARCH SERVICES**

ImagineIF Libraries provide access to materials that satisfy customer interests and enable lifelong learning. Library staff assist with self-directed research by helping customers locate and use relevant research materials and library equipment. Library staff will not complete in-depth research on behalf of customers as part of the library's regular services.

When time or distance prevents on-site customer use of library resources, ImagineIF will refer the request to other individuals or agencies as deemed appropriate. On rare occasions, ImagineIF may choose to provide Special Reference and Research Services relating to library resources not available elsewhere.

Special Reference and Research Services include, but are not limited to:

- Use of microfilm or scanning of documents on behalf of customers
- Genealogical and local history research
- Other research beyond the normal services provided in the course of customer assistance

Adopted: 8/12/92
Revised: 1/28/99
8/26/10
7/24/13
11/18/15
10/23/2019

Marsha Sultz, Chair
Library Board of Trustees