

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

ImagineIF Libraries are committed to providing access to materials that satisfy customer interests and enable lifelong learning. Library staff are available to assist with self-directed research and help customers locate and use relevant research materials and library equipment. Library staff are unable to complete in-depth research on behalf of customers as part of the library's regular services.

When time or distance prevents on-site, self-directed customer use of library resources, ImagineIF will refer Special Reference and Research Services to other individuals or agencies as deemed appropriate. On rare occasions, ImagineIF may choose to provide Special Reference and Research Services relating to specialized 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

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Heidi Roedel, Chair
 Library Board of Trustees