

## Reference Services Policy

The Barlow Library serves the information needs of the community by providing sources of information and assistance in locating information. By providing this assistance, the library ensures equal access to information regardless of the extent of a customer's knowledge of libraries.

The library staff adheres to the following principles in providing information service to the community:

- The staff strives to provide the best information for the particular inquirer. Each question, whether received via telephone, email, or in person, is answered as accurately and completely as possible allowing for the time constraints of both customer and staff.
- The primary objective is to give as much assistance as is practical, drawing on the library's resources or those of other agencies. The same standard of information service is available to all residents of the library's service area regardless of age, sex, race, philosophy, lifestyle or human condition.
- Because of staff constraints, students will be assisted in finding sources for answers to school assignments. Staff will not do assignments for students.
- Each customer has the right to privacy with respect to information sought or received, or materials consulted and staff will act in accordance with these rights. Staff will strive to provide pertinent information and reader's advisory without interpreting facts or drawing conclusions for patrons. This is particularly significant in handling requests for medical, legal and consumer information.

Genealogy & Local History Reference Service:

- The Barlow Library is creating a valuable collection of local history and genealogy materials for a new Genealogy and Local History Section. We have various materials on Iowa Falls and Hardin County history in our collection.
- We have a microfilm collection of local newspapers (Iowa Falls, Ackley, Alden, Eldora, Hampton, Hubbard) some dating back to 1862 and up to 2005. We have a microfilm reader/printer that staff can teach patrons how to operate. Hardin County Newspapers online is also available.
- HeritageQuest Online is an essential genealogy collection for the avid researcher that combines census data, family records, local histories, city directories, military records, Periodical Source Index, and other primary resources. It provides full image reproductions of most of these records.

The Barlow Library staff is available to assist with history reference questions to anyone who comes into the library. As stated above .... For genealogy/local history requests that come from email or by phone, wanting staff to search for data there will be a nominal fee charged to the patron for copies (\$.15/page) and for mailing of materials gathered (current postal rates).