

**Reviewed and/or revised: 05/01/2017**

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. If the staff is not available to help a patron at a particular time, a time may be set up in the future to fit the schedule of the staff and patron. Time limits may be imposed depending on the time allowances of the 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 owns a valuable collection of local history and genealogy materials in our Iowa and Local History Section. We have various materials on Iowa Falls and Hardin County history in our collection.
- The Hardin County Newspaper Achieves, with access to newspapers dating back to 1860, is available for use in house on the public computers.
- Genealogy information can also be accessed our website [IowaFallslib.com](http://IowaFallslib.com), with links to useful genealogy websites.

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