

Reference and Copying/Printing/Faxing/Scanning Services Policy

Reviewed and/or revised: 05/01/2017, 03/06/2023, 07/01/2024

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. Phone requests will be limited to one per day and a five minute conversation. Time limits on in person requests may be imposed depending on the time allowances of the staff. Priority will be given to in person requests and to Iowa Falls/Hardin County residents.
- 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 race, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.
- Students may 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 giving advice, 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, 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).

Copying/Printing/Faxing/Scanning Services:

Guidelines

The library will provide regular weight paper for copying/printing. If the patron would like to provide their own paper, the cost is the same as regular printing/copying. Light cardstock is allowed. The staff reserves the right to refuse certain types of paper if determined the paper could cause the printer to jam or malfunction.

The library will copy/print up to size 11 x 17.

The limit on copies/prints per day – **100** for Black/White copies
50 for Color copies

The library staff reserves the right to refuse any copy/print/faxing/scanning job that is beyond the normal printing job (excessive amount, unusual enlarging/reducing, obscene content). If a large or intricate copy/print/faxing/scanning job is presented to the staff, the patron may be informed that the job will be completed as time allows.

Copy/Printing costs:

Black / White:

Letter size ...	\$0.15	2 sided	\$0.20
Legal size ...	\$0.20	2 sided	\$0.25
Oversize ...	\$0.20	2 sided	\$0.25

Color:

Letter size ...	\$0.50	2 sided	\$0.75
Legal size ...	\$0.75	2 sided	\$1.00
Oversize ...	\$0.75	2 sided	\$1.00

Faxing cost:

Send... \$1.00 for the first page, \$0.50 for any additional page.
Receive... \$1.00 for the first page, \$0.50 for any additional page.

A limit of 25 pages per fax.

Scanning:

No charge for scanning of materials. Scanned files will be presented in a PDF format. Scan jobs may have to be split into more than one file if the scan job is large. Limit of 300 pages (if job can be fed through the document feeder).