

Guernsey Memorial Library Policies		Local History Research Policy
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<p>The library maintains a local history collection focusing on Chenango County, with limited resources containing information on the Central New York region in general. Library staff provide limited researcher education, assistance, and guidance as is feasible.</p> <p>Priority of service is given to researchers on-site, on a first come first served basis; at busy times it may be necessary to give some basic help, then get back to the researcher for more assistance at a later time. Instructing patrons in the use of reference resources is a priority in local history as it is in general reference transactions, as fits with the library's goal to contribute to an information-literate society. Therefore, whenever feasible, promoting information literacy and showing users how to search for information on their own is desirable and encouraged. Non-mediated reference or self-directional services such as web pages, finding aids, bibliographies, instructional brochures and signage will be made available to assist researchers.</p> <p>Questions received via telephone, email or other electronic means, or snail mail, will be answered in a timely manner. Phone questions generally should be kept to a maximum of fifteen minutes, if more time is needed a call back may be necessary or the caller can be encouraged to visit the library. Most questions asked of the reference staff are of a ready reference nature, but occasionally more complex and time intensive requests are made. These extended research questions will be handled on an individual basis; the staff member or a supervisor will determine if the question/search can be undertaken.</p> <p>Due to limited staff and resources, we cannot perform extensive research, scanning, or photocopying projects on request. In addition, we can only respond to requests of a specific nature. Staff cannot compile family lineages, determine parentage, locate missing persons, or undertake extensive scanning or duplication projects from books or microfilm or online resources. We also do not accept research requests from sources located outside of local history such as will or probate information or deed research. Obituary requests must be specific to at least a month and year of death.</p> <p>It is possible that a search of our collections may reveal nothing of value, but our researchers will make a good faith effort to help. When a query is beyond our scope or expertise, we will endeavor to make referrals to other libraries, organizations, or authoritative sources to give researchers other options to find answers to their research questions.</p>		
Revision approved by Board:		Notes: