

Title:	Enhanced Research Policy	Policy Number: 200-07
Policy Type:	Business/Financial	
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PURPOSE:

This policy provides guidelines for the provision of fee based enhanced research.

SCOPE:

This policy applies to all enhanced research requests.

DEFINITIONS:

Basic research – Reference and information services provided free of charge to residents of Sault Ste. Marie and Contracting Communities as part of general library services. This includes but is not limited to instruction on use of library catalogue, equipment, resources, locating quick facts, retrieving library and on-line resources.

Enhanced research – in-depth fee based research including but not limited to archival and genealogical research requiring extensive staff time, expertise and use of library and available online resources.

POLICY STATEMENT:

The Library provides basic research free of charge and also provides a fee based enhanced research service.

The Library reserves the right to refuse requests for enhanced research due to staff or collection limitations.

Requests for enhanced research will be accepted in person, by telephone or electronic means.

Results will be provided upon payment and in the most appropriate format as decided by the library in consultation with the client.

Fees for enhanced research are listed in the Fines and Fees Schedule.