

## **Local History Research Request Policy**

The Kaukauna Public Library facilitates the preservation of Kaukauna area history within the Local History Room to make materials available to researchers, exhibition, and the public. To keep patron costs to a minimum, information backlogs low, and maintain quick response times, the Kaukauna Public Library must place limits on the amount of requests made to the Local Historian.

Overly broad local history requests will be required to narrow the focus of their request. It is not possible for the Local Historian to research or respond to broad topics given the amount of materials held in the Local History Room.

Due to staffing limitations, the Library also cannot guarantee fulfillment times. Research requests are handled in the order in which they are submitted. Time sensitive requests should be submitted a minimum of seven days prior. While we will do our best to respond in time sensitive circumstances, we still cannot guarantee fulfillment time.

Requestors may only request up to ten articles per month in an effort to ensure equitable opportunities for all individuals looking for local history information. While the Kaukauna Public Library Local History Room has many resources, we may have little to no information on certain topics, so we cannot guarantee that we can provide information for all requests. At times, the Library may not be able to fulfill information requests and may not have recommendations for how to obtain the information requested either.

While the Library does not currently charge for research requests, the Library does charge printing fees for any copies made. The Library cannot mail hard copies of materials to requestors. We can however, attach files and send them electronically. All materials in the Local History Room are subject to copyright and the Library may not violate any copyright laws to fulfil research requests.

The Local Historian does not give legal or medical advice, nor can the Local Historian provide answers to questions for trivia, tests, or competitions. In instances where the information requested is readily available and can be researched and accessed independently, the Local Historian may direct requestors to the source for their own research, pending any reasonable accommodations are necessary and require the assistance of the Local Historian. The Local Historian will also not complete school assignments or full research projects.