

Henderson County Public Library

Reference Service Fees

September 25, 2009

(revised August 14, 2013)

Due to the increasing demand of Reference Services via telephone, mail and electronic mail, the Library has set in place a schedule of fees to be charged for these services. Fees will be charged for the Librarian's research time as well as for any copies, faxes, or postage expenses. Charges for research time will include the time it takes to find the information, make copies, send faxes, scan items and send emails, and/or prepare items for mailing.

Realizing that many reference questions can be answered in less than 15 minutes, fees will not be charged for the Librarian's research time if it takes 15 minutes or less for the answer to be found or scanned and emailed. However, a patron who requests photocopies, faxes, and/or mailed information must be charged at the rates listed below.

While most of the billable charges will be for out-of-town genealogy requests, any reference question that is answered must be charged along these guidelines regardless of where they live.

Research fees are due in advance and will not be refunded if the required information is not found. The patron will be advised of additional fees for copying, mailing, etc. Materials and research results will be delivered after final payment is received.

Research fees will not be charged to patrons who come into the Library and request information.

| <i>Reference Service</i> | <i>Fee</i> |
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| <i>Research (maximum 2 hours payable in advance)</i> | \$20 per hour (\$5 per 15 minute increments) |
| <i>Photocopy fees</i> | \$0.20 per page, black and white \$0.50 per color copy |
| <i>Faxes</i> | \$1.00 for each page |
| <i>Postage and Supplies</i> | \$3.00 for 1-25 pages \$5.00 for 26-50 pages \$7.00 for 51-75 pages \$9.00 for 76-100 pages \$0.10 per page over 100 pages |
| <i>E-mail</i> (includes searching, scanning, and emailing) | There is no charge if the question can be answered in less than 15 minutes. |