

**Section:** Service

**Subject:** Photocopies and Research for Non-Local Customers

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**Effective Date:** September 16, 2009

**Summary:** This policy describes the charge for research and photocopies for customers requesting materials remotely, through the library website, e-mail, letter or telephone.

**Policy:** When a customer from outside of the greater Kansas City metropolitan area, requests research or photocopies through e-mail, the library website, mail or telephone, there is a minimum, non-refundable charge of \$15.00 to cover staff time, photocopies and postage. If the time needed to research the question exceeds 1 hour, the customer will be referred to the local historical society.

This fee may be waived at the discretion of the library director.