

# Research Service Policy

January 2020

This policy applies to research enquiries received by the Christchurch City Libraries network. This may include enquiries from customers outside the Christchurch City Council rating area.

Library customers are encouraged to explore the print and online resources of Christchurch City Libraries to support their own research. Christchurch City Libraries staff will assist customers wherever possible to access specialised collections and resources.

## Scope of research

Research may be carried out by Christchurch City Libraries staff on behalf of customers in the following circumstances:

- The customer has difficulty accessing the relevant sources in person i.e. remote enquiries from elsewhere in New Zealand or overseas, and those resources that are specific to the Christchurch/Canterbury focus of the Christchurch City Libraries' collection.
- The scope of the research enquiry can be best met by accessing staff expertise and resources of Christchurch City Libraries rather than referral to another institution

The research is not to be used in fulfilment of any educational requirement e.g. school project where learning to research and access sources is one of the desired learning outcomes.

Christchurch City Libraries will reserve the right to decline lengthy research enquiries with a wide scope such as family history. Library staff may suggest resources or lines of enquiry that could help the customer to conduct their own research.

## Costs of research

Christchurch City Libraries will provide information and research assistance free of charge where possible. If an enquiry takes more than 30 minutes of staff time, customers may be charged a research fee of \$37.50 per half hour or referred to a specialist research service.

Customers will be told about likely costs before beginning chargeable work. They will be charged for any associated costs such as photocopying, printing, postage.

Christchurch City Libraries reserves the right to decline to carry out some information or research enquiries.