

## 4.5 Research Requests

Adopted: August 21, 2024

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### **POLICY:**

Through research requests, the Council Bluffs Public Library provides our community access to enrichment, connection, and discovery. The research assistance Library staff can provide is not exhaustive and is limited in scale to the items in the Council Bluffs Public Library's collection.

### **PROCEDURE:**

- Council Bluffs Public Library staff can provide limited research assistance using resources available in our collection including but not limited to city directories, plat maps, yearbooks, photographs, obituary index and Daily Nonpareil newspaper articles. Records primarily cover Council Bluffs and Pottawattamie County.
  - Patrons with requests outside of this scope will be directed to an appropriate institution.
- Research requests can be submitted in person at the Reference desk on the 2nd floor, via phone, the obituary search request form or the Special Collections contact form. Please include as much information as possible in your request.
- Requests are answered in the order in which they are received and as staff time allows. All efforts will be made to respond to patron requests within seven business days.
- The Library makes every attempt to provide accurate information, but makes no guarantee, warranty, or representation as to the quality and/or accuracy of the research services provided. Consequently, the Library hereby disclaims any and all liability for any injury, loss, and/or damages that may result from any error(s) and/or omission(s) in the Library's administration of the services requested.