

**Henderson County Public Library
Reference Service Fees
October 22, 2008**

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.

All applicable fees must be paid in advance by the patron before the results of the Librarian's research are released.

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

Fee Schedule

Reference Service	Fee
<i>Research</i> (includes searching for information, making photocopies, sending faxes and/or preparing items for mailing)	\$20 per hour (\$5 per 15 minute increments) There is no charge if the question can be answered in less than 15 minutes. However, if research and preparation time exceeds 15 minutes, the patron will be charged for the initial 15 minutes.
<i>Photocopies</i> (copy machine, printer, or microfilm machine)	\$0.15 per 8 ½" x 11" page \$0.20 per 8 ½" x 14" page \$0.50 per 11" x 17" page \$0.50 per color copy
<i>Faxes</i>	\$3.00 for the first page \$1.00 for each additional 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.