

Research Service

The EOU Library Staff endeavors to assist all research queries. However, we reserve the right to charge fees based upon the amount of staff time necessary to provide research assistance. This policy applies to external users of the library. The phrase "external users" refers to anyone other than a student, faculty member, or staff member of Eastern Oregon University. External users would include members of the general public, business users, high school students, and students attending other universities and colleges.

Research may include (but is not limited to) gathering data from the library's catalog, locating and retrieving collections, and copying collection materials. Research fees do not include photocopying or duplication charges.

To provide optimum service for request, the following must be provided:

- Subject: must be as specific as possible. Must indicate if patron is seeking photographs, film, maps or other special formats.
- Dates: Should the search to be limited to a specific era.
- Name, address, email address, phone number, and the maximum amount of time to be spent on the research.

The fee for research service is \$10.00 for the first half hour plus \$8.00 for each additional half hour. Minimum charge is \$10.00.

Response time will vary depending on complexity of request. Rush service is subject to a 30% surcharge.