



# Tablelands Regional Library Service

# Local & Family History Services Policy

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## CONTENTS

1.	POLICY INTENT .....	1
2.	SCOPE.....	1
3.	DEFINITION .....	1
4.	POLICY OBJECTIVES.....	1
5.	POLICY STATEMENT.....	2
6.	LOCAL & FAMILY HISTORY MATERIALS.....	2
7.	LOCAL & FAMILY HISTORY SERVICES .....	3
7.1	Local & Family History Enquiries - Brief.....	3
7.2	Local & Family History Enquiries - Detailed .....	3
7.3	Local & Family History Self Help Resources.....	3
7.4	Local & Family History Reader's Advisory .....	4
7.5	Access.....	4
8.	RESPONSIBILITY FOR USE OR INTERPRETATION OF INFORMATION .....	5
9.	ASSOCIATED DOCUMENTS.....	5
10.	REVIEW .....	6
11.	DISTRIBUTION REGISTER .....	6



## 1. POLICY INTENT

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To define the conditions relating to the provision of Local & Family History Services by the Tablelands Regional Library Service

## 2. SCOPE

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This policy applies to all Local & Family History requests by TRC and Library staff, visitors and members of the Tablelands Regional Library Service.

The scope may be limited by budgetary considerations that limit staff availability to source published and unpublished material or provide general assistance with customer searches.

## 3. DEFINITION

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The **Local History area** is defined as the Atherton Tablelands covered by the Tablelands Regional Library Service.

However relevant materials from surrounding shires may also be collected where there is local content.

**Local history** is the study of history in a geographically local context.

Local history concentrates on the cultural and social aspects of the local community.

**Family history** (including genealogy which traces lineages) is the systematic narrative and research of past events relating to a specific family, or specific families.

### **Linkage between Local and Family history**

The Atherton Tablelands is home to people from many nations.

Families live their own lives in local areas while participating actively in the larger arenas of national and international history. There are very few historical events that do not affect family life..

Consequently local and family histories are inextricably linked. The Library Service seeks to collect, maintain and make available resources which allow our many communities to trace and document their history and families.

## 4. POLICY OBJECTIVES

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The objective of this policy is:

- to define the level of Local & Family History services provided by Tablelands Regional Library Service
- to establish the role and responsibility of library staff in providing access to information

## **5. POLICY STATEMENT**

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The role of library staff in providing Local & Family History service is:

- to direct customers to likely sources of information within the library
- to refer difficult queries to the Local & Family History Librarian
- to refer customers to external online and print resources

## **6. LOCAL & FAMILY HISTORY MATERIALS**

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The Tablelands Regional Library Service provides a permanent collection of material relating to the Atherton Tablelands area. The service collects, preserves and makes accessible material that reflects the history and development of the area.

Tablelands Regional Library Local & Family History material is not for loan.

The Library Service has one major collection that is housed in Atherton Library.

Local & Family History collections held at other branches are stored with the branch Reference collection.

The size of branch Local & Family History material is dependant on space and the availability of relevant materials.

Tablelands Regional Library Local & Family History collection includes:

- Printed material in the form of books, magazines, maps and plans, newspapers, reports, posters
- Unpublished material such as manuscripts, scrapbooks and archival material including but not limited to minute books and records of local organisations
- Research databases, microfiche, microfilm, CD ROMs
- Online databases available include Ancestry and Find My Past and other internet resources
- A collection of photographs and photographic prints
- A vertical file of newspaper clippings and ephemera of local interest

## **7. LOCAL & FAMILY HISTORY SERVICES**

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The level of staff assistance provided for an enquiry is at the discretion of the branch staff or Specialist librarian.

This level is dependant on staffing availability and the volume of business at the circulation desk.

Local & Family History Services at Tablelands Regional Library Service consist of four components:

- The acquisition, preservation and promotion of the Tablelands Regional Library Service Local & Family History collection - as outlined in the Local & Family History Collection Development Policy
- Local & Family History reference queries - brief or detailed
- Local & Family History self help resources including access to microfilms from Family Search (LDS)
- Local & Family History Reader's Advisory

### **7.1 Local & Family History Enquiries - Brief**

- All Tablelands Regional Library staff will assist in answering online, phone or in person Local & Family History enquiries where these involve locating brief information from sources available in the library
- As a guide, locating brief information from sources available in the library is limited to 5-10 minutes per enquiry

### **7.2 Local & Family History Enquiries - Detailed**

Detailed Local & Family History enquiries may be passed on to the Local and Family History Librarian.

As a guide, staff assistance for extended Local & Family History enquiries is limited to approximately twenty minutes.

Extended Local & Family History enquiries may also be answered at a later time. Customer details will be taken and the customer contacted when the results are available

### **7.3 Local & Family History Self Help Resources**

Library staff are available to provide brief education and assistance with self-help resources.

These include :

- Online resources such as Ancestry, Find My Past, State Library of Queensland links, National Library (Trove).

- Ancestry handout
- Find My Past handout
- Online library catalogue
- Local & Family History equipment and microforms
  - Scanpro instructions
  - Ordering microfilms from Family Search handout
- Atherton Library is an affiliate of Family Search. Customers can order and pay for microfilms online from Family Search.
  - Films are despatched from Salt Lake City to the Atherton Library where customers can view the films for a period of three months.
  - The films are then returned to Sydney in post paid packets.

#### **7.4 Local & Family History Reader's Advisory**

Library staff are available to offer guides and assistance with Local & Family History selections.

Training in new resources will be offered as required to staff and customers.

Local & Family History readers advisory resources include the following handouts:

- Australian Births, Deaths & Marriages Resources
- Helpful Family History Resources
- Newspapers
- Ancestry Notes
- Find My Past Notes

#### **7.5 Access**

Local & Family History material is available during normal library operating hours.

As Local & Family History material is not for loan, items may be used in the library only.

Local & Family History material may be viewed within the library after the presentation of a current, valid library card.

The Local & Family History Collection has been added to the library catalogue system and is available via the online catalogue or from a library OPAC during normal library open hours.

Library members can request material from the Atherton collection that can be viewed at another branch. After viewing, the material will be returned to the home library.

Copies of some Local & Family History titles have been placed in the Adult Non Fiction collection. These items are available for loan by library members who have a current, valid Tablelands library membership.

Services and equipment available in the Local & Family History area may include photocopying, computer access, internet access, microfilm reader usage, quiet reading area, general reference assistance etc. These will vary with the branch.

Copying of material is subject to copyright conditions.

Copying may not always be available at branches.

## **8. RESPONSIBILITY FOR USE OR INTERPRETATION OF INFORMATION**

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Neither Tablelands Regional Library Service nor Tablelands Regional Council accept responsibility for the final use, or interpretation, of the information provided to a library customer.

While Tablelands Regional Library Service endeavours to provide resources from reputable and authoritative sources, it is the responsibility of each customer to personally assess the validity, accuracy and currency of the information they use.

## **9. ASSOCIATED DOCUMENTS**

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- Tablelands Regional Library Local & Family History Collection Development Policy
- Tablelands Regional Library Collection Development Policy
- Tablelands Regional Library Interlibrary Loans Policy
- Tablelands Regional Library Public Internet Use Policy
- Tablelands Regional Library Social Networking Policy
- Procedures – Accessing Local & Family History Items
- Procedure – Receiving Photographic Donations
- Procedure – Find My Past – Staff Information
- Form – Receipt of Donations of Local & Family History Items
- Form - Assignment of non-exclusive copyright for images
- Form – Local & Family History Inter-branch form
- Form - Local & Family History Access form

- Handout – Australian Birth, Death & Marriage Resources
- Handout – Helpful Family History Resources
- Handout – Newspapers
- Handout – Ancestry Notes
- Handout - Find My Past Notes
- Handout - Ordering a Microfilm from Family Search

**10. REVIEW**

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It is the responsibility of the Coordinator Libraries to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required.

**11. DISTRIBUTION REGISTER**

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**This policy is to remain in force until otherwise determined by Council.**