

## Frequently Asked Questions - Palatines to America Library

### What kinds of materials does the Library own?

Our holdings currently include the following:

- \* Pal-Am members' pedigree and Immigrant Ancestor Register family group sheets since 1975
- \* Thousands of surname files of materials from members and non-members;
- \* Over 5000 reference works of history, general and ethnic genealogy, immigration/emigration, geography, travel and foreign language topics (U.S. and European publishers)
- \* Over 700 published family histories;
- \* Over 300 serial titles; and
- \* Unique manuscript collections of U.S. and European researchers.

### How can I access the Library's materials?

While we do not circulate our materials, the data in our resources is largely accessible through our copy and research services using the "Library Services Request Form/Cover Sheet" available at this web page or from the Librarian by mail or e-mail.

### What types of requests will the library staff accept?

We classify appropriate requests into two categories: limited research requests and quick copy requests.

**For a limited research request**, one of our volunteers will spend approximately one hour searching appropriate resources among our library's holdings. Your research request should be limited to a single question about one name or fact. An inquiry relating to a person should focus upon the circumstances of a single specific event or feature of his life, such as his birth, a marriage, or his prior residence. Include with your research request form one or two pages of attachments of brief but essential background information such as a family group sheet and/or a pedigree chart detailing the generations closest to the subject of the inquiry. Do not send GEDCOM files or computer disks. The library staff reserves the right to limit in some manner any question that is too broad in scope to meet our criteria or copyright restrictions. When appropriate, the researcher will recommend additional research projects for future submissions.

**A quick copy request** is defined as a copy order of either a specified range of pages or pages discovered in an index-check of one name from a single, specified source. An acceptable quick copy request will require no more than thirty minutes and, in general, will involve ten or fewer copies. If you plan to request copies from a periodical, please note that U.S. copyright law limits such orders to only one article or similar component per issue of a periodical title.

### **Who may submit a request for research and/or photocopies?**

Anyone—member or not— may submit a request for limited research or a quick copy request to our active files. However, non-members will pay a higher fee for each service. If you are researching several German names and/or anticipate making multiple requests, joining our society may save you money in the long-run. (Information about benefits of membership and a printable membership application are available on this Web site.)

### **How do I submit a request?**

All research and quick copy requests must be submitted with a signed copy of the "Library Services Request Form/Cover Sheet" available at this web page or from the Librarian by mail or e-mail. Payment in the form of check or money order must accompany all request forms for copies or research (see section on fees in this FAQ). Mail the signed form, any attachments, and check or money order to: Palatines to America, 611 East Weber Road, Columbus, OH 43211-1097

### **How many requests may I submit at one time or within the membership year?**

The only limit we currently impose is that you may not have more than one request of either type (research or quick copy) in the active file at a time. You may submit a new request once you have received the results of a prior request of the same type.

### **How soon will I receive the requested material?**

The library staff will promptly acknowledge receipt of a research or copy request by post card or e-mail when a delay of reply exceeding four weeks is anticipated. Research and copy requests are generally handled in order by date of receipt with member preference. A research request is usually fulfilled within four to twelve weeks; a quick copy request, within one to four weeks of receipt.

### **To specify source(s) for the volunteers to consult, what information do I need to include?**

We recommend including the title, main author and call number of an item as found in our library's online catalog . You may also call or e-mail the Library to learn whether we own a single, specified title. Another source of titles is the book review section published in each issue of the Palatine Immigrant.

### **What about fees and payment?**

Each request must be mailed with payment of the basic service fee. The fees cover search time and the labor of various staff members involved in processing each request. Each fee level includes up to a set number of photocopies based on your country of residence (the destination of our reply). For more information, see the fee schedule below.

Pal-Am Library Services Fee Schedule

Fees subject to change.

Rev. 10/1/2004

Destination

mailed Copies	Type of request	Member prepaid basic fee			
U.S.A.	Limited Research	\$15.00	\$25.00	Up to 10	25¢ea over 10
	Quick Copy	\$5.00	\$10.00		
Canada or Mexico	Limited Research	\$15.00	\$25.00	Up to 7	35¢ ea over 7
	Quick Copy	\$5.00	\$10.00		
Any Other Country	Limited Research	\$15.00	\$25.00	Up to 5	50¢ ea over 5
	Quick Copy	\$5.00	\$10.00		

**May I research in the Library myself?**

Yes! Call 614-267-4700 or e-mail ([pal-am.lib@juno.com](mailto:pal-am.lib@juno.com)) for information on hours, appointments, special non-member group rates and member privileges. Library use is free for members; non-members may have a free tour but pay \$5.00 per day to conduct research.