E-Mail Research Request Policy and Procedures

The Museum of Osteopathic Medicine(SM) and International Center for Osteopathic History (ICOH) is pleased to offer electronic mail (e-mail) as apart of its genealogical historical research services. This service allows the Curator and volunteers to assist not only local researchers, but also many others worldwide.

In order to offer the best and most equitable service to all patrons, the Museum of Osteopathic Medicine and International Center for Osteopathic History have adopted the following procedures regarding the acceptance of and response to queries by electronic mail. These procedures are identical to those followed by patrons using regular postal mail:

1. Submit only one detailed request and await a reply to that request before submitting other.

2. Each genealogical request should contain the following information:
   a. Name of one person, and family (married and maiden)
   b. Graduation class or dates attending
   c. Type of information requested (historical or genealogical)
   d. Ten-year time span to be searched
   e. Why you think that person attended this Osteopathic School or another Osteopathic School.

   If multiple requests are received, the first request appearing in the Curator's "In box" will be answered: If a letter for "any information" is received, ICOH staff will research only the first discernible question; the letter will be either electronically returned or mailed (via postal) with research information and a note as to procedures followed.

3. Each historical research question or request for Osteopathic information should be clearly written with a specific question(s). If the patron is writing an article (thesis, book, etc.), a detail description of what is wanted and why should be sent. Also include a timetable of dates for needed information. The same above information applies to video and image request. A permission form will be forward to you to be signed and returned before any request is started.

4. Electronic mail is retrieved daily. A paper copy is printed. All electronic mail requests are combined with regular postal mail requests and routed to the appropriate staff member or volunteer. Please allow up to 8 weeks for a response to your inquiry. Electronic mail requests are not given priority or answered before regular postal mail request.

5. Each research request for image(s) should be clearly written with a specific image(s) in mind. If you are not sure what image(s) you want please contact the Curator for more

information on our collections of images. We do not have images on line for patrons to view.

6. Each e-mail request should include the full name of the patron, e-mail address, and regular postal mail address.

7. Once the request has been researched, a response will be either electronically mailed or postal mailed back to the patron, with information regarding copy fees. Payment for copies and images is to be made before deliver. We accept personal checks, money orders, Visa, MasterCard, Discover and American Express. *Overseas research request must be paid with a credit card.*

Submit you research request to museum@atsu.edu

Web Site: www.atsu.edu/museum

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