

Written Research Request Policy and Procedures

The Still National Osteopathic Museum and International Center for Osteopathic History (ICOH) is please to offer help with its genealogical and historical research services.

In order to offer the best and most equitable service to all patrons, the Still National Osteopathic Museum and International Center for Osteopathic History have adopted the following procedures regarding the acceptance of and response to queries by regular postal mail. These procedures are identical to those followed by patrons using electronic (e-mail) 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 letter 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 mailed (via postal) or electronically returned 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 or mailed to you to be signed and returned before any request is started.
4. Postal mail is retrieved daily during the week. All postal mail requests are combined with e-mail requests and routed to the appropriate staff member or volunteers. Please allow up to 8 weeks for a response to your inquiry. Postal mail requests are not given priority or answered before e-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 regular postal mail request should include the full name of the patron and regular postal mail address along with and e-mail address if appropriate.

7. Once the request has been researched, a response will be either regular postal mailed or electronically 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 your research request to Still National Osteopathic Museum, 800 West Jefferson, Kirksville, MO 63501 or museum@atsu.edu

Web Site: www.at-su.edu/museum