

WPL Guidelines for Written Correspondence

Reference Department
Worcester Public Library
3 Salem Square
Worcester, MA 01608

Worcester Public Library's written correspondence service is intended for those who are researching materials related to Worcester - its history, obituaries of Worcester residents, information on local authors, notable citizens, or if we are one of the select few libraries who own a unique resource. We do not have the resources or staff to answer general requests from out-of-state patrons that could be answered by their local library.

Written correspondence will be prioritized for those customers who have no other way to access library services. Requests should be submitted by mail and will be answered in the order they are received, with priority given to Massachusetts residents. Customers with access to email may request an email response through our [email reference service](#).

Please observe the following guidelines:

1. Submit a question that can be answered with a brief, factual answer.
2. Explain your question as precisely as possible.
3. Tell us where and what sources you have already checked for information.
4. Please limit to three questions per correspondence (3 obituary searches or questions).
5. Wait for us to complete your request before submitting the next one.

Limitations of service:

- Up to 5 pages of information will be provided per customer letter.
- Customized printing is not provided. When possible, we print on both sides of the page.
- We cannot provide in-depth research, however, we are glad to provide information and materials for brief, factual questions.
- We cannot print material protected by copyright.
- We will mail responses addressed to the requesting customer only. We will not mail to third party recipients.
- Information from personal social media accounts is not provided.

A response will be made as soon as possible. If you have not heard from us within 3 weeks, assume we are having difficulty replying to your request. Please contact the Telephone Information Service at 508 799-1655, ext. 3.

Due to the high number of requests and the cost of supporting this service, a voluntary donation of \$5.00 per inquiry search is suggested, unless you are a Massachusetts resident. Once you have received the information you requested, you may send a check payable to the Worcester Public Library Foundation or follow the link to our [online donation page](#).

