



# Enquiry Services Management Policy

<b>Policy number:</b>	<b>VE-0001-V04</b>
<b>File number:</b>	<b>815/380/100</b>
<b>Maintained by:</b>	<b>Visitor and Information Services</b>
<b>Review date:</b>	<b>June 2020</b>
<b>Next review date:</b>	<b>June 2023</b>

## 1 Document control

---

Document version approved 15/06/2020

## 2 Authority

---

State Librarian and Chief Executive Officer.

## 3 Policy statement

---

State Library enquiry services exist to connect people to the expertise, content and resources appropriate to meet their needs. Enquiry services also equip clients with the skills to carry out independent research. State Library of Queensland's content and [resources](#) include books, maps, photographs, [newspapers](#), manuscripts, audio, [resources](#), video and digital material as well as self-help tools such as [information sheets](#) and [webcasts](#).

Enquiry services provide initial assistance at point of need, and a research service for more complex enquiries. These services are available through a range of channels, which may include:

- face to face at service desks
- telephone
- web-forms and email
- letters and faxes
- online chat service
- appointments.

This policy is intended to help staff and clients understand the level of support provided.

This policy is underpinned by the National and State Libraries Australia (NSLA) [Service Guidelines: Information and research services at NSLA libraries](#).

## 4 Purpose

---

The purpose of the Enquiry Services Management Policy is to describe the service and guidelines for the delivery of enquiry services to clients.

## 5 Scope

---

The Policy covers all enquiry services delivered by Visitor and Information Services team.

The service is available to all who have an information need, including members of the public, government agencies, organisations and educational institutions.

Note: State Library also provides enquiry services to government departments through subscription services (GRAIL); these are outside the scope of this policy.

## 6 Definitions

---

Word	Definition
Enquiry services	Services offered to members of the public, government agencies, organisations and educational institutions, to assist with their information needs.
Extended Enquiries Service	Enquiries which cannot be responded to within a short timeframe (e.g. up to 10 minutes).
Eresources	Subscription and free resources such as online databases, journals, newspapers, magazines, ebooks, online training courses, company information and Australian standards, music scores and encyclopaedias.
Digital resources	Queensland resources that have been digitised or born digital

## 7 Service goals

---

- To provide a range of enquiry services and channels to meet client needs.
- To help build client capacity to research independently.
- To provide services to the public as cost-effectively as possible.

## 8 What we can do for you initially

---

If you visit State Library, telephone us or use the online chat service via our website, we are generally able to spend up to 10 minutes assisting you. This may include advising you on a research strategy, support you in the effective use of finding tools, and suggest appropriate resources.

If your enquiry cannot be answered in a short time frame, you may use our **Extended Enquiries Service**.

You may also be referred to another information provider if this is the most appropriate place for you to find the information you need.

## 9 Extended Enquiries Service

---

### 9.1 Who is eligible to use the Extended Enquiries Service?

This service is provided for:

- Queensland residents

- anyone wishing to access information relating to the jurisdiction of State Library
- anyone wishing to access information which is unique to State Library collections.

## **9.2 What we provide for Extended Enquiries**

- Up to one hour of research on most enquiries. We may spend more time on enquiries if researching materials unique to our collection.
- Up to 6 enquiries for any individual during a single calendar year.
- Up to 10 copied pages free of charge, within the provision of copyright legislation. You will be advised that the provision of additional material is possible through State Library's Document Delivery service, and may incur a fee.
- We will provide guidance on search strategies and relevant resources to help with your research.

## **9.3 Appointments**

In certain circumstances, an appointment may be more appropriate to meet a researcher's needs. This service is available face-to-face and via telephone.

## **9.4 Response time**

We aim to provide a response within 10 working days.

## **10 What we are not able to provide**

---

- Supervision of examinations, proofreading private documents, nor interpreting or providing advice on legal or medical matters.
- Detailed technical assistance with personal hardware or software.
- Lengthy or ongoing research that exceed the parameters of an extended enquiry e.g. extended family history or newspaper searches.
- Extended research assistance to people interstate or overseas asking for information that is readily available in their own state, territory or country.
- Detailed assistance with assignments.
- Searches for missing persons.
- Valuations.

In these instances, we may give you guidance on search strategies and relevant resources to get you started in your research or refer you to your local library or another information provider.

## **11 Service disclaimer**

---

We aim to provide the most current and accurate information. We do not assume responsibility for any errors or omissions in the information provided, or for any action which relies on this information. Information is provided in adherence with copyright legislation.

## **12 Privacy**

---

State Library respects your privacy. Personal information we collect is used only for our internal activities and functions ([Libraries Act 1988](#)) and will not be disclosed unless required by law. For more information, please read State Library's privacy statement at <http://www.slq.qld.gov.au/home/privacy>.

## **13 Essential considerations**

---

Review of this policy has included consideration of the 23 fundamental human rights protected under the *Human Rights Act 2019*. When applying this policy, the State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the *Human Rights Act 2019*.

## 14 References

---

The Policy is supported by:

- [Responsible Conduct Policy](#)
- [Customer Complaints Management Policy and Procedures](#)

## 15 Approval

---

State Librarian and Chief Executive Officer.

15/06/2020

## 15 Creative Commons license

---

© State Library of Queensland 2020

This policy is licensed under a Creative Commons Attribution 4.0 International (CC BY 4.0). You are free to copy, communicate and adapt this work, so long as you attribute State Library of Queensland.

For more information see <http://creativecommons.org/licenses/by/4.0>