



Enquiry Services Management Policy

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Maintained by:	Visitor and Information Services
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1 Document Control

Version	Approved By	Approval Date	Revisions
V3	State Librarian and CEO		Change in service level from two hours to one hour to bring SLQ in line with NSLA Guidelines Various text changes to improve content Inclusion of Appointments as an enquiry category Inclusion of copyright statements

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 and audio, [eresources](#), video and digital material as well as self-help tools such as [information sheets](#) and [webcasts](#).

Enquiry services include 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
- Instant messaging services

- 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 Australasia (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, to assist with their information needs
Extended enquiries	Enquiries which cannot be responded to within a short timeframe
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 the Library, telephone us or use our instant messaging system, 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 the 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 six 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 the 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, a face to face appointment may be more appropriate to meet a researcher's needs.

9.4 Response time

We aim to provide a response within 10 working days.

10 What we are not able to provide

- We cannot supervise examinations, proof read private documents, nor interpret or provide advice on legal or medical matters.
- Lengthy or ongoing research that exceed the parameters of an extended enquiry e.g. extended family history or newspaper searches
- 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.

