

## **State Library of Western Australia Client Service Charter**

This service charter explains the standards of service you, as our client, can expect from the State Library of Western Australia. It also explains the steps you can take if you feel that our service standards are not met.

### **Our service standards**

The State Library of Western Australia supports you to find information in a variety of ways through our information and research services. When self-help tools and resources do not guide you to the information you need, support is provided through a range of channels, including:

- face-to-face;
- telephone;
- online through our Ask a Librarian service; or
- email.

This statement of standards is underpinned by our guiding principles. It is designed to help you understand what levels of support to expect from our staff.

### **What we provide**

When you visit the State Library and ask us for assistance, we will advise you on a research strategy, support you to use State Library tools effectively, and/or suggest appropriate resources.

When you phone us, we will answer your short enquiry, connect you to a staff member who can help you, or refer you to another information or service provider. If you have a research enquiry that cannot be answered in a short time, you will be referred to our research enquiry service, Ask a Librarian.

### **Research enquiry service – Ask a Librarian**

Lengthy enquiries are referred to our research enquiry service, Ask a Librarian.

Depending on the nature of the enquiry, this extended service provides guidance on the most appropriate information resources to support you with your own research.

You may also be referred to another library, or your closest public, school or tertiary library, or to another information provider if we do not have the information you need.

This service is provided to:

- all Western Australian residents;
- anyone wishing to access information relating to the jurisdiction of this Library;  
or
- anyone wishing to access information which is unique to our collections.

### **What we provide**

Up to one hour of research on most enquiries. We may spend more time on enquiries which require researching materials unique to our State Library.

Where copies of documents are an outcome of the research, we will refer you to our Public Orders service. The process of copying documents can take up to 15 days and may incur a cost. We will inform you if this is necessary.

### **Our response time**

Up to ten working days for most enquiries.

For enquiries which require researching materials unique to the State Library, we may negotiate a longer response time with you.

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

- Lengthy or ongoing research e.g. extended family history or newspaper searches or searches through manuscript collections.
- Extended research assistance to people interstate or overseas asking for information that is readily available in their own state, territory or country.
- Answers to lists of questions for quizzes or competitions.
- Detailed assistance with school assignments.
- Searches for missing persons.
- Valuations.
- Legal, medical and immigration advice.

In these instances, we may give you guidance on search strategies and relevant resources to start your research or refer you to another information or service provider.

To ensure everyone is treated fairly/equally, we reserve the right to limit the number of enquiries per person we can respond to per year.

### **Disclaimer**

When responding to enquiries, we make reasonable and diligent efforts within our service guidelines to obtain accurate information from authoritative sources, including online databases. Information is provided in adherence with copyright legislation and, unless specifically stated in writing, there is no attempt at analysis.

### **How you can help us**

The State Library is committed to the continuous improvement of services and facilities, and client feedback is welcomed to inform improvements. Feedback forms are available in the State Library or you can email, call or write to us. If you leave your name and contact details you will receive a personal response to your feedback within the following timeframes:

- Electronic feedback – 3 working days
- Written feedback – 10 working days

The State Library regularly conducts a survey to assess client needs and levels of satisfaction. Completing the survey will help us to improve our services and facilities and results of the survey are detailed in our annual reports.

One of the ways we encourage our staff to provide excellent service is with an award presented at monthly staff meetings. If you would like to nominate an individual staff member for this award, please write to or email the Chief Executive Officer (CEO).

## Management of Complaints by Clients Policy

The State Library's Management of Complaints by Clients Policy outlines how complaints are handled, so you know what to expect if you lodge a complaint.

### Contact

CEO and State Librarian  
State Library of WA  
25 Francis Street  
Perth WA 6000

Telephone: (08) 9427 3111  
Email: [info@slwa.wa.gov.au](mailto:info@slwa.wa.gov.au)

## Guiding principles

This *Client Services Charter* is guided by the State Library of Western Australia's Values as stated in our Strategic Plan.

## Our values

State Library staff embrace the following values in the way they work and when planning for delivering services:

- **Community focused** – we will provide high quality services based on community need;
- **Responsive** - we will make informed, timely decisions and communicate them clearly;
- **Respectful** – we will value others and respect their differences;
- **Accountable** – we hold ourselves to account for the work we do; and
- **Innovative** – we strive for excellence by being open to new ideas and embracing opportunities for improvement.

Further, the State Library's information and research services are based upon the National and State Libraries Australasia (NSLA) Information and Research Services Principles.

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