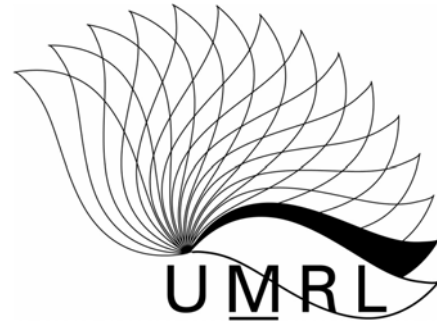


K n o w l e d g e i s
p o w e r



Policy Name:	INFORMATION REQUEST SERVICE POLICY	Version Number:	001
Date of Production:	18 th August 2009	Produced by:	Lynne Makin
Approved by:	CEO	Date Approved:	23 August 2009
Contact:	HR Administration	Date to be reviewed:	23 rd August 2012

The Service

Ask a Librarian, our Information Request Service aims to meet the information needs of clients who cannot visit any UMRL branch library or mobile library.

Experienced staff will answer your inquiry or we can provide guidance on research strategies.

UMRL does not undertake extensive research (eg, lengthy Family History or newspaper searches) on behalf of clients.

Whilst UMRL does provide medical, legal and financial information resources we do not provide advice in these areas.

We will spend up to 2 hours research for each request. If ongoing research is required, clients may be referred to other research organisations or to the State Library of NSW list of private professional researchers.

Requests for specific items (e.g. particular books, journals or articles) will be referred to our Inter Library Loans Officer.

Clients with a complex or in-depth inquiry.

Please contact the library or submit your requirements online.

Response Times

We aim to complete all information requests within 10 working days or within other negotiated deadlines. Many are completed within a shorter timeframe.

Service Disclaimer

Whilst every effort is made 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 taken in reliance on this information.

Privacy

UMRL retains a record of your details when you lodge an Information Request. This information is collected for the purpose of sending a response. A record of your inquiry will also be collected for statistical purposes, to determine usage of our services and provide information for future improvements. No personal details are provided to any other individual or organisation.

Feedback

Clients are encouraged to bring to our attention any suggestions, appreciations or complaints regarding the Information Request Policy and Service. [Your feedback will](#) assist us in the development of our services.