

## CLIENT SERVICE CHARTER

### Our Commitment to our Clients

Given the "Information age" in which we live - an environment which is leading to increasing demands for services - the State Library of Western Australia adopts an imaginative, innovative and flexible response to meeting our clients' needs.

The State Library's Client Service Charter demonstrates our commitment to planning for continuous improvement of the services offered to the Western Australia community.

Whilst we are sure many of our clients will be delighted with the range of information technology available throughout the State Library Building, providing access to diverse information resources, we have not lost sight of the joys of reading and the knowledge to be gleaned from books.

The State Library looks forward to continuing our close working relationship with our clients and extending those relationships as widely as possible.

We welcome feedback on our Client Service Charter and all of our services so that they remain relevant and appropriate.

We look forward to hearing from you.

Margaret Allen  
Chief Executive Officer and State Librarian

### Values - Our Guiding Principles

Our services, systems and operations are underpinned by a set of guiding principles:

- Access for all.
- Generosity of spirit towards our clients and colleagues.
- Cherishing our stories.
- Sharing expertise.
- Fostering excellence in all that we do.
- Embracing learning and knowledge

### Our Purpose

We at the State Library of Western Australia have set ourselves the goal of making available relevant, timely and appropriate information to the people of Western Australia. We do this directly and indirectly through the provision of equitable library and information services. The information we provide assists our clients in their varied activities - educational, social, economic, cultural and recreational.

## Information Services for the Community

The State Library has a wide brief and is a complex organisation. Here are listed major services and client groups:

- Western Australian Documentary Heritage Services (J.S. Batty Library)
- Information Services
- Public Libraries

Services are provided directly to individual citizens or organisations and indirectly through arrangements with local and state government agencies.

## Refining our Services

Our clients come from all walks of life. We have focused on some clients to be able to meet their particular needs. Plans have been produced with wide consultation. These include our Reconciliation Action Plan and a Disability Action and Inclusion Plan.

## Bringing the World to You

The State Library has an extensive range of activities which supplement those services listed above. These include tours, film screenings, exhibitions, lectures, book launches and other events which celebrate aspects of our world. Anyone can enjoy these and they are usually free. These are advertised regularly on our [website](#). A wide range of activities for children are offered in [The Place](#) on the mezzanine floor of the State Library.

## Our Standards of Service

When you contact the State Library, you can expect that staff will be responsive to your needs. The State Library has a significant programme of measuring performance and using this information to improve our services. Our Annual Report contains much of this information.

The State Library of Western Australia guarantees that:

- your information requirements are met in a timely and cost effective and efficient manner, within agreed timeframes, by services available from the State Library Building;
- staff are highly trained, courteous, efficient and committed to client service. They are easily identifiable by their badges and give their names when they write or speak on the telephone;
- services and resources are delivered in an appropriate way to people with disabilities, whose language is other than English, or who have any other special needs;
- our collections will be kept relevant through regular analysis and consultation with those who use them;
- our catalogues and publications will cater for various languages and special needs to ensure the widest access to our collections;
- up-to-date technology will be available to enable clients to access their own information or staff to assist in finding information regardless of its location in the world;

- the State Government's contribution to the public library system will be delivered in an efficient, appropriate and timely manner to meet the information and reference needs of public library users. The measures of the quality of these services are negotiated with local government authorities;
- our performance will be regularly monitored and benchmarked against our previous performance and that of other agencies; and
- our facilities will be well maintained, welcoming and comfortable to use during your visit to the State Library Building.

## The State Library Building

Visitors to the State Library Building will find a welcoming staff who provide assistance and direction in a world-class award-winning building. There is easy access for people with disabilities, including wheelchair access, carers' toilet facilities and parent's room. Specialised aids for sight and hearing impaired clients are available and interpreter and other services are available. Modern meeting rooms are available for hire, including a theatre for seminars and film screenings, catering for special hearing requirements. A cafe is located on the ground floor, and parking facilities are available within walking distance of the building.

Further information governing the operations of the State Library of Western Australia are contained in the [Library Board of Western Australia Act 1951](#) and its Regulations.

Hours of opening for the State Library Building:

Monday to Thursday: 9am - 8pm

Friday: 9am - 5.30pm

Saturday and Sunday: 10am - 5.30pm

The Library is closed on public holidays.

## How you can help us improve our services

On a regular basis the State Library conducts surveys to assess client needs and levels of satisfaction and you may be asked to participate in such a survey. Your contribution will assist us to improve our services to you. Our regular major survey is conducted in June each year and its findings are reported in our [Annual Report](#).

If you are using the State Library's services to get some information, you can help us to help you. The more specific you can be, the more effective we can be. Whenever you call in person, or by telephone, our staff are here to help you find the information you need. [Feedback](#) forms are available at all enquiry desks in the State Library Building and if you leave your name and contact details a personal response will be provided.

Please give us your [Feedback](#) and the State Library will use this information as an opportunity to improve the service you receive. Staff are trained to deal with problems as they arise, but if they are unable to satisfy a problem they may call a supervisor, or you may request to speak with someone with greater authority. If you prefer you can write or e-mail us, in which case the letter should be addressed to the Chief Executive Officer. We have developed a [Complaint Handling Policy](#) so that you know what to expect.

We encourage our staff to be courteous and helpful. We have a monthly award for such performance and should you wish to nominate such a person for this award, please write to the Chief Executive Officer.

Contact:  
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