

# **Service Charter**

## **Queensland State Archives**

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**Queensland**  
Government

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## 1. Purpose

This charter describes the standards of service expected from Queensland State Archives when seeking access to, or information about, the archival collection.

## 2. Our services

### General information

Anyone is welcome to access the services of Queensland State Archives either online, by phone or email, or by visiting the Reading Room at Runcorn. Children under the age of 12 must be accompanied by a responsible adult when visiting the Reading Room. Regardless of how you interact with Queensland State Archives we will:

- respect the confidential nature of your research and maintain your confidentiality
- neither use nor disclose your personal information to any third parties or use it for another purpose without your consent, unless authorised or required by law
- outline the restrictions on records not classified as “open” and advise you of the process involved in applying to access restricted records
- assist you with correct citations for records held by Queensland State Archives
- expect you to comply with copyright legislation if you publish a public record.

The Queensland State Archives premises is safe and welcoming for both visitors and staff. Queensland State Archives is a place where all visitors and staff can expect to be treated with courtesy and respect. Unacceptable behaviour or infringement of security and safety will not be tolerated and will be managed in accordance with our Responsible Conduct procedure.

### Online and offsite access

Without visiting Queensland State Archives in person, you can:

- find information on our website about our collection, services, and events including seminars and exhibitions
- search for records using our online [catalogue](#) and [indexes](#)
- [make an enquiry](#) via an online form, email, phone, fax or letter (free of charge)
- [order a copy or request a copy quote](#) for a record located in our catalogue or indexes ([charges apply](#))
- [view digital images](#) (photographs and records e.g. documents, maps) from our collection online
- engage a research agent/friend to conduct research on your behalf in the Reading Room
- [view online themed virtual exhibitions](#)
- connect with us using social media:
  - [Facebook](#)
  - [Flickr](#)
  - [Twitter](#)
  - [Youtube](#)
  - [Wordpress](#)

- [Instagram](#)
- [Historypin](#)

We will:

- ensure the information on our website and catalogue is accurate, up-to-date and useful
- provide a telephone service from 9.00 am to 4.30 pm each business day
- respond within 20 working days following receipt of enquiry by providing up to one hour of research (free of charge)
- provide priority research assistance where requests have immediate financial, legal or medical implications
- quote on charges for digital copies or photocopies of specific items
- provide digital copies or photocopies of a record within 20 working days following receipt of payment
- provide information through our social media channels.

## Onsite access

If you visit Queensland State Archives, you can:

- conduct research in the Reading Room
- search for records using our catalogue, indexes and finding aids
- seek assistance with your research from a reference archivist
- use original records following handling instructions from staff in the Reading Room
- access “open” records free of charge including original records retrieved from the repositories or copies on microfilm or in digital format
- order a print or digital copy of records when the condition of the record allows ([charges apply](#)) and receive the copies within 20 working days
- save digital copies from microfilm to USB media (free of charge)
- use your camera or other devices to make copies of records (free of charge)
- use your laptop to record your research
- use free wireless internet in accordance with our access conditions
- attend advertised seminars and workshops to inform and assist your research
- use the facilities provided in the Readers’ Lounge, including tea and coffee facilities.

We will:

- staff the Reading Room with knowledgeable and courteous team members who will assist with your research enquiries and use of the catalogue
- ensure the information on our website and catalogue is accurate, up-to-date and useful
- retrieve original records on most occasions within 30 minutes of receipt of your request
- assist and monitor users in the handling of original records
- copy original records as per your request when the condition of the record allows and provide the copies within 20 business days ([charges apply](#))

- assist in the use of Reading Room equipment such as microfilm readers or computers
- provide free wireless internet for use on the premises
- prepare and present seminars/workshops focused on our search tools and the collection
- provide Readers' Lounge facilities
- expect you to comply with our regulations regarding entry to the Reading Room.

## 4 Feedback

If you have any positive or negative feedback, or suggestions for improvement, please [contact us](#). Alternatively, you may want to use the Queensland Government [Complaints and Compliments Online Feedback Form](#). We are committed to effectively handling complaints in a timely and efficient manner, in accordance with departmental policy.

All enquiries regarding this service charter should be directed to the Manager Client Services.

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