

# Service Charter: Library & Archives NT Research Enquiry Service

This service charter explains the standards of service you can expect from Library & Archives NT's Research Enquiry Service, and how you can provide feedback to help us improve this service.

## Research Enquiry Service

Library & Archives NT holds extensive published and archival collections documenting the Territory's history. We will assist you to use these collections and to find information in a variety of ways. When self-help tools and resources do not guide you to the information you need, support is provided through a range of channels, which include:

- ✓ Face to face
- ✓ Telephone
- ✓ Online enquiry management system
- ✓ Email
- ✓ Social media channels

## Initial Enquiries

When you visit Library & Archives NT, telephone us or contact us online, we will assist you in developing your enquiry. This may include advising you on a research strategy, supporting you in the effective use of finding tools, and suggesting appropriate resources.

You may also be referred to another information provider if that is most appropriate.

## Research enquiries

Enquiries that cannot be responded to in a short timeframe may be referred to our research enquiry service.

Depending on the nature of the enquiry, this extended service provides;

- ✓ Guidance on the most appropriate information resources for you to continue with your own research
- ✓ Resources our library or archives staff have consulted with or identified to assist with your enquiry.

## Who we serve

Our service is provided to anyone wishing to research and access information relating to the Northern Territory, and anyone wishing to research and access information which is unique to Library & Archives NT.

We respect the diversity of the communities that we serve and will provide accessible, inclusive and culturally safe services.

We understand the geographical challenges of the Territory and will strive to provide as extensive a service as possible to regional areas.

## What we provide

- ✓ Up to one hour of assistance on most enquiries. We may spend more time on enquiries which require researching materials unique to Library & Archives NT.
- ✓ Where copies of documents are an outcome of the research, charges will be levied according to our schedule of fees. We will advise you if charges are applicable for copying as per the schedule of [Copying Fees](#) before copying is done, and the time frame for supply of copies.

## Our response time

- ✓ We will acknowledge receipt of your enquiry within one business day.
- ✓ We will respond in 10 business days for most enquiries. If an enquiry cannot be resolved in 10 business days we may negotiate a longer response time with you.

## Appointments

- ✓ When planning a visit to the Northern Territory Archives Centre in Darwin or the Alice Springs Reading Room an appointment is required. You will be asked to register as a researcher to access archives collections.
- ✓ No prior appointment is required for visits to the NT Library in Darwin.

## What we are not able to provide

- ✓ Lengthy or ongoing research e.g. extended family history searches
- ✓ Extended research assistance to interstate or overseas clients asking for information that is readily available in their own state, territory or country.
- ✓ Detailed assistance with assignments.
- ✓ Valuations.
- ✓ Legal and medical advice.

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 another information provider.

## 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 and access agreements.

## Privacy

Library & Archives NT respects your privacy. Personal information we collect is used only for our own internal activities and will not be disclosed unless required by law. We will not disclose the topic of your research to third parties without your permission. For more information, please read Library & Archives NT's privacy policy at <https://lant.nt.gov.au/digital-services-privacy-policy>.

## Providing Feedback

Library & Archives NT welcomes feedback, both positive and negative, so that we are able to improve our services. All comments will be acknowledged within one business day and responded to within 10 business days.

Feedback can be provided via email at [LANT@nt.gov.au](mailto:LANT@nt.gov.au).