

# **The National Library of Wales**

## **Enquiries Policy**

1. The National Library of Wales is committed to assisting visitors and readers by responding to their enquiries promptly and courteously. It is our aim to give information clearly and consistently, always with a view to the needs of the enquirer.
2. The Library will arrange to respond to remote enquiries, by phone (on 01970-632933), through our on-line enquiry form, ([www.llgc.org.uk/enquire](http://www.llgc.org.uk/enquire)), fax (on 01970-632551) or letter. The same courtesy will be extended to remote enquirers as to enquirers within the building, and the same standards of clarity will be applied.
3. Every remote enquiry is acknowledged, with a note that a response may be expected within 10 working days. An automatic response is sent to e-mail enquiries. If an enquiry is deemed to fall within the terms of the Freedom of Information Act 2000, a period of 20 days is allowed for a response.
3. Staff will strive to answer all reasonable enquiries, but staff will not be able to allocate more than half an hour to answer individual enquiries. If the enquiry goes beyond the service which the Library itself can provide, a response to that effect will be made, noting the reasons why further work cannot be done. If the work is likely to take more than half an hour the enquirer will be directed to a list of professional researchers posted on the Library's website.
5. Any unreasonable delay in responding to an enquiry will be accompanied by an apology and explanation. Complaints by enquirers about the slowness or quality of a response will be referred to the Head of the Enquiries Service or the Head of Reader Services, who will contact the enquirer. Serious complaints will be referred to the Director of Public Services.