

Ask-A-Librarian Terms and Conditions

Who can use the service?

The Ask-A-Librarian service may be used by members of the Blacktown City Libraries.

How are questions submitted to Ask-A-Librarian?

Questions are submitted by email.

Questions can also be asked by telephone or in person at any of the Blacktown City Libraries during opening hours.

Response to queries

We will acknowledge and/or provide an answer to your question within 3 working days.

We will try to provide accurate and up-to-date information. However, responsibility cannot be accepted for any errors.

When we cannot answer your question

We may not be able to provide an answer to every question. Where we cannot provide resources or answers to a query, we will refer you to other options where possible or state why we cannot answer your question.

We do not answer questions which:

- Potentially breach the confidentiality of another person.
- Involve lengthy research or tuition in your subject area.
- Involve giving you personal or legal advice about something.
- Are inappropriate or offensive.

Privacy Statement

Blacktown City Libraries collects and retains some personal information about you when you submit an information request so that we can:

- Respond to your request.
- Keep statistical information that will enable us to improve our service to you. This includes:
 - Purpose of your enquiry and your age group.
 - Whether or not you are an employee of Blacktown City Council.

We do not provide your details to any other person or organisation.

Questions and answers may be stored to compile a list of frequently asked questions. This file is used by reference staff to gain ready access to useful answers, and does not contain any personal information about you.

Service User Feedback

We encourage comments and feedback about our Ask-A-Librarian service. This can be provided via email, telephone, or in person at the Max Webber Library Reference Desk.