



Service Excellence Policy

Reviewed February 2024

To provide judicial officers, the profession and community with ready access to legal information, thereby contributing to the administration of justice and the practice of law in Victoria. Law Library Victoria is committed to providing high-quality service excellence delivered in partnership with you.

We will help you access high quality resources and support by:

- acknowledging your request, noting your timeframe for delivery.
- providing efficient, solution focussed responses to enquiries.
- delivering information in a variety of formats.
- empowering you to readily navigate resources and locate information.
- producing and distributing updates on legal information.

We will apply our professional expertise by:

- providing subject matter experts to help you get the most from the Library's collection and services.
- maintaining a fit-for-purpose [Law Library of Victoria Collection Policy](#).
- evaluating and recommending authoritative legal resources.
- designing and delivering a coordinated education program across Victoria.

We will continuously improve by:

- building the capability of reference librarians to support research services.
- increasing the availability of free resources.
- increasing awareness across jurisdictions, the legal profession and the regions.
- strengthening connections between the library and other legal organisations by keeping you informed about available services and providing opportunities to give feedback.
- collaborating with partners and stakeholders.
- monitoring and improving risk management with particular attention to cyber resistance.
- monitoring and enhancing staff competence in digital and technical fields.

We will measure and evaluate our effort in the following ways:

- ✓ Seamless digital access to the collection
- ✓ Collect and analyse geocoded digital user information to inform service distribution.
- ✓ Use online training programs, smart guides, chat facilities, fact sheets, and e-alerts.
- ✓ Provide research services: provide the number of queries.
- ✓ Training: report the number of sessions and participants.
- ✓ Provide research services and analyse the origin and nature of requests.
- ✓ Publish a calendar of events in advance of activities.
- ✓ Develop structured strategic stakeholder relationship management.
- ✓ Strengthen library staff skills by training and recruitment.
- ✓ Build research and technical capability of library staff.