



## Service Policy

June 2025

Our Service Policy supports the safety of library users and the security of our collections, buildings, facilities and is supported by our Service Overview.

We request that library users respect the following:

- Treat all visitors and staff with courtesy and respect and conduct yourself in a manner that does not disrupt, interfere, offend or obstruct other persons or operations. Abuse directed at visitors or staff will not be tolerated.
- Make sure that any material visible to other people in the library is suitable for display in a public setting.
- Wear appropriate clothing and footwear at all times and maintain personal hygiene compliant with any Occupational Health & Safety (OH&S) requirements.
- Respect Law Library Victoria materials, systems and processes, follow the direction of library staff and accept the limit of library services available.
- Do not enter non-public areas unless escorted by a team member.
- Observe the [website terms of use](#).

An Incident Report may be completed following any breach of the circumstances described above.

### Service Overview

Our Service Overview aims to clarify what Law Library Victoria information and research services are provided to support you to find, access, and effectively use resources in our collections for whatever purpose you choose. When self-help tools and resources do not guide you to the information you need, support is provided through a range of channels, which may include:

- face-to-face in the Supreme Court Library
- telephone
- web-forms and email

We will acknowledge your request, noting your timeframe for delivery.

1. We provide support by offering you our expert knowledge of library collections, search tools, research strategies, and the broader structure of the information sector.
2. We support user independence and self-service wherever possible through developing user- friendly information systems and creating online learning materials to facilitate your undertaking research independently.
3. We are strongly committed to principles of social justice and to equity of access to information, to providing a high level of service to all members of the community and to treating all enquiries with respect and confidentiality.
4. We will provide information and research services free of charge wherever possible.
5. When we cannot satisfy your information needs within our service overview, we may provide you with further avenues of research by referring you to other suitable information providers.
6. We have the right to disconnect if we consider that we have reached the limit that our service can provide.