

# Ask Us and Pat Lib Standards

October 2024

**Ask Us** has two separate components:

- **Ask Us: Reference and Information Service** handling general reference and information enquiries, the service is aimed primarily at users residing, working or studying within Gloucestershire. However, we will answer questions about Gloucestershire from enquirers outside the county.
- **Ask Us: Business & PatLib Service** handling business enquiries and Intellectual Property service.

Both services are open between 10:00am – 4:00pm Monday to Friday. We have two part-time staff members who work flexibly within these hours.

Enquiries can be made via phone, email, online form, letter or referral through a branch library. We aim to reply to enquiries within five working days. In the case of more complex enquiries, or if we are experiencing a high volume of enquiries, we will let you know if it is likely to take longer. If you do not hear from us within five working days, please contact us to check we have your correct contact details.

We will handle up to five enquiries per service user at a time.

Our specialist staff will use authoritative sources of information to answer enquiries, (this may include photocopies, printouts or scanned images subject to copyright restrictions) and we will quote our source. We can send you information on financial, health or legal subjects but we are unable to give interpretation or recommendations of, or advice on, financial, health, legal or personal matters. We cannot be held responsible for the contents of any external web sites, or for the compatibility and capabilities of customers' computer software.

We will help you to answer your enquiry using our available resources within any licence restrictions, and if appropriate, suggest books, online resources or an appropriate organisation or specialist library where you can continue your own research.

Enquiries received through The Library's social media sites will be dealt with appropriately. If material of a confidential or personal nature needs to be sent to you, then we will contact you to discuss a suitable way of getting the information to you.

## **Data protection**

The details you provide, including contact information, will be used only to help us provide you with relevant information. We may forward your enquiry to another department of the county council if they are in a better position to deal with your enquiry. We will not pass your enquiry or contact details on to any outside organisation or agency without your permission.

## **Acceptable Use**

The primary function of the service is signposting. Most customer interactions are extremely positive, and lead to a successful outcome. To ensure effective delivery of the service to all customers the following will be applied.

The following cases will constitute unacceptable use of the service:

- Any use of this service for unlawful or offensive purposes
- Deliberately using this service to attempt to degrade or disrupt system performance.

We are unable to accommodate requests:

- That require an immediate or user-defined response period.
- That repeat or re-word requests for information already supplied.
- That require more than 15 minutes contact time via telephone.
- That involve filling in online forms or contacting companies on your behalf.
- For personal or original research
- To provide written essays or homework answers

The final decision regarding acceptable requests will rest with the Ask Us staff.

We reserve the right to terminate an interaction and, if appropriate, exclude from the service a user who does not follow the acceptable use policy.

## Business & PatLib Service

The Ask Us: Business & PatLib Service is aimed at those who need information, guidance or support in relation to Intellectual Property and starting a business. Enquiries can be received from anyone in the UK.

We aim to provide an effective and efficient Intellectual Property information service to the general public and businesses. We aim to respond to enquiries within five working days. In the case of more complex enquiries, we will contact you to request further information and will notify you if the enquiry is likely to take longer to respond.

Our trained staff will answer enquiries using authoritative resources and appropriate databases.

We consult relevant IP databases to search for prior art, existing trademarks, and/or designs, but we advise that clients also conduct their own searches as we cannot guarantee the results of each search.

We cannot provide advice on legal matters, for enquiries that require legal support or individual advice we have partnered with a local IP Attorney and will refer your enquiry to them if necessary.

Access to web-based databases is provided in every Library, as well as internet access.

Fame – Access to the Fame database is provided to the general public within Gloucester Library. Customers can also request a Fame search via email, phone or online form. Contact details have been included when they have been provided to Fame and therefore, we cannot guarantee the accuracy of the information provided. All data has been collected through a GDPR compliant process. Please consult your own GDPR policy when using the data. For more information, please view the following:

<https://www.moodys.com/web/en/us/legal/orbis-privacy-notice.html>