

Info-byte:
Customer Care

What is customer care?

Customer care is ensuring that users of our archives and records centre receive impartial, professional assistance in using the records according to a published service policy.

Who are our customers?

- Users of records and archives from inside the organisation
- The citizen (for civic rights issues)
- The tax payer (similar to civic rights)
- Educational users (from school children's national curriculum through to life-long learning)
- The media
- Academic researchers
- The general public (for leisure or property reasons)

What is included in customer care?

- Provision of information prior to customers visiting the repository in person
- Explanation and guidance on how to use the repository, usually according to a set of published regulations
- Explanation and guidance on how to use the finding aids and requisition records
- Explanation and guidance on how to purchase copies of records
- Information about records that may not be available due to access restrictions
- Information on records series and groups relevant to research that is in the custody of others — either current business owners or other archive repositories



Info-byte:
Customer Care (cont'd)

Why do we care about customer care?

- Archive repositories can be intimidating places for those unfamiliar with them and we want to ensure that our customers get the most value out of their visits. This is best use of our resources, as well as preventing unnecessary wear and tear on the records, and of the customers' time.
- We keep records and archives so they can be used and consulted: professionalism as well as best practice dictates that we make good provision for our customers.
- In many cases customers have a civic right or business need to consult the records and archives in our custody.
- Being helpful to customers can make a repetitive and possibly tedious job more rewarding

