

# Service Posters

## – A Brief Overview



### Contents

What are they?..... 1

What can you use a service poster for? ..... 1

How do you create a service poster? ..... 2

### What are they?

In my information management strategy course, I often remind participants about being aware of a concept I have coined called the ‘discipline disconnect’. In short the discipline disconnect is where we have our typical disciplines (for example, Finance, Information Technology, Human Resources etc.,) happily working away. However, often they don’t have a great understanding of what each other does – hence the ‘discipline disconnect’.

This leads to difficulty in communicating or collaborating effectively which can be in part due to differences in terminology, methods, goals, or perspectives. This disconnect can hinder progress, problem-solving, and innovation when individuals or groups from different disciplines are working together or trying to address complex issues that require collaboration. It can also lead to conflict.

One of the things that can help address the discipline disconnect and also promote a shared understanding is a service poster. A service poster outlines the services (or products) a team provides using plain non-technical language.

### What can you use a service poster for?

As well as outlining the services (or products) your team provides, a service poster can be used to manage expectations articulating what your team does and does not do. It can be a simple one pager or



alternatively include some details around service levels and expectations on turnaround times for key stakeholders.

Service posters can be used internally to clearly articulate services teams provide to each other or externally to customers. When used internally they can promote a greater understanding between teams of what they do.

## How do you create a service poster?

An important aspect of creating an effective service poster is to put yourself in the shoes of your customers / stakeholders. What do they require from you? How would they articulate the services you provide? Why do they come to see you and what typical questions would they have? When writing a service poster where possible try and avoid technical language and use plain language.

The service poster below was created to articulate the services a local council archives provides to the public. Note the questions in the service poster consider the reasons why someone may be using the archives services and how these questions may help people to use these services.

Welcome to



## Edithvale City Archives

We field over 12,000 public enquiries every year and have retrieved over 900,000 items for customers.



Edithvale City Archives was established in 1997. We hold Edithvale City Council's records dating from 1836 to the present, and help the Council meet its legislative record-keeping requirements while providing public access to the rich resource.

We also hold collected archives from various community groups, business, and institutions, showing the social and economic development of Edithvale City.

### Did you know?

- Our collection covers over 20,000 linear metres, with nearly half a million searchable items in our database.
- We field over 12,000 public enquiries every year

and have retrieved over 900,000 items for customers since we opened to the public in 1997.

- As part of our ongoing scanning work, over 120,000 archives have been digitised.



You can search our collection online at [www.edithvalearchives.govt.nz](http://www.edithvalearchives.govt.nz)

### Highlights of the collection include:

- historic rate books from early Edithvale – great for family history research
- a fascinating array of photographs of the city
- Fred Munro's early maps – find out if your property pre-dates 1891.

### Are you buying or renovating a property?

Our Plan Search Service provides building plans from completed building permits or consents, often including architectural plans. A research fee applies.

### Are you a professional historian or archaeologist?

We can source images and primary records for research or publications. We also hold survey maps, rating records and correspondence documenting changes to sites over time.

**Are you a student researching the city's history?** We can help with plans, records, and images relevant to your area of study. We can also make arrangements for class groups.

### Do you need images for publication?

Our extensive collection dates back to c.1836 - including images of early settlers, major events, streets, and buildings. Maps, plans and documents are also available.

### Are you researching your family history?

Our rating and valuation records and building records can help. We hold original burial records for Edithvale township cemeteries and early Council correspondence.

Opening hours: Monday to Friday 8.30am-5.30pm