

# Client Service Charter

# Learning Resource Centre



## ABOUT US

The [William Angliss Institute Library](#) was established in 1966, after receiving a Commonwealth Technical Training Grant.

It was a challenge to find resources related to the hospitality, tourism and foods industries in Australia in the early days. Many resources were purchased from overseas locations, and others were acquired by means of generous donations from staff and members from industry.

Today, [William Angliss Learning Resource Centre](#) (LRC) provides a highly diverse learning environment, with access to books, the web and access to a range of applications available through computers and the Internet. The LRC collection comprises both traditional library resources including books, periodicals, DVDs, videos, audiobooks and CD-ROMs, and also provides access to information and communication technologies including 156 computers over two floors. It is a busy and dynamic library that offers a resilient learning atmosphere for William Angliss Institute staff and students.

Facilities provided by LRC include a meeting room, private study areas, recreational area for students and a separate training room for teachers to conduct preliminary flexible learning and on-line courses.

## SPECIAL COLLECTIONS

### Fuller Collection

In celebration of its 50th anniversary in 1990, [William Angliss Institute of TAFE](#) purchased the Fuller Collection from Professor John Fuller in England. The Fuller Collection forms the basis of the William Angliss Special Collections.

The focus of the collection is wine, wine regions and viticulture. Some books date back to the 18th century.

### Menu Collection

This collection is comprised of thousands of menus from all over the world, although most are Australian. We have menus from a variety of sources including cruise ships, clubs, restaurants, bars and hotels from the early 1900s to the present. The majority of our menus are pre 1990.

The collection provides a wonderful resource that shows fashions in food and menu design in the last 100 years. The cruise ship menus in our collection are particularly evocative of a mode of travel, and the pace of life of an earlier era.

Recently the Archive Menu collection has been digitised and made available from the LRC Webpage.

### WAI Archive Collection

The WAI Archive collection is dedicated to acquiring and preserving materials about William Angliss Institute.

It currently includes approximately 3600 items including books, pamphlets and brochures, newspaper clippings, manuscripts, videocassettes, audiocassettes, photographs, plans, portraits and pictures, DVDs and CD-ROMs.

## HELP THE LRC TO HELP YOU

What you can expect from us:	How you can assist us:
<p>Professional, punctual and competent service.</p> <p>Confidentiality of personal information held on the LRC database.</p> <p>Consistent, reasonable and responsive LRC-wide policies and procedures.</p>	<p>Show respect for LRC policies and treat our staff politely and respectfully.</p> <p>Provide us with up to date details (example: change of address or phone number).</p>
<p>Professional, and accurate information services with timely lending services including an effective reservation system.</p> <p>A well organised library collection, which reflects courses taught within the William Angliss Institute.</p> <p>The Reserve Room Collection will hold required course reading (in accordance with Copyright Law restrictions).</p> <p>Printed and audiovisual materials will be re-shelved after use in the correct place within 12 hours.</p>	<p>Return library materials on time and in good condition.</p> <p>Academic staff will advise LRC staff of resource requirements in time for purchase for the collection and for preparation for the reserve collection (1-2 months for purchase, two weeks for the reserve collection if already held).</p>
<p>A reliable photocopying service. We will report promptly any technical failure to the service provider.</p>	<p>Abide by Copyright law.</p>
<p>Accurate information about material location and status through online Library catalogue, available on and off-campus.</p>	<p>Ensure you charge LRC materials in your possession to your borrower record; return material you have borrowed on time and in good condition.</p>

<p>Up to date electronic information through the LRC Webpage (Rooms) which will be available on and off-campus.</p>	<p>Inform us of any irregularities and difficulties in using Rooms (LRC Webpage).</p> <p>Observe publicised licence conditions for electronic resources.</p>
<p>Client Focus Group sessions are in place to gain feedback to continually improve our services.</p> <p>Various customer surveys will be conducted as often as possible.</p> <p>Respond promptly to suggestions or questions sent electronically through the LRC Webpage. A response will be sent within 24 hours.</p>	<p>Provide constructive feedback to help us improve our services.</p>
<p>The LRC will provide space and furniture beneficial for study and research, according to Health and Safety regulations.</p> <p>The LRC offers access for users with disabilities.</p> <p>Group and quiet study areas available throughout the LRC. Some areas are available by booking in advance, e.g. training room - 2<sup>nd</sup> level.</p>	<p>Not leave litter in the LRC, except in rubbish bins provided.</p> <p>Not behave in a way that creates an unpleasant or unhealthy environment.</p> <p>Leave the LRC promptly when requested at closing time and during emergency procedures.</p> <p>Respect LRC resources, and do not remove any LRC property without authorisation.</p> <p>Do not intentionally damage any LRC property, and advise us about any damage done to resources and facilities.</p> <p>Be mindful of fellow LRC users and respect their right to study in a relatively quiet environment. To assist this, we ask that you put your mobile phones on silent mode and endeavour to keep noise to a minimum in silent study areas.</p> <p>LRC resources are to be used primarily</p>

	<p>for study and research. Please abide by the Priority of Use guidelines, especially as they relate to chatting and playing games.</p> <p>Academic staff should make sure they have booked the Training room in advance by contacting LRC staff.</p>
<p>Professional, qualified LRC staff will provide:</p> <ul style="list-style-type: none"> <li>*guidance on finding and using information resources.</li> <li>*induction tours for new students.</li> <li>*information literacy classes for staff and students.</li> <li>*tutorials for development of research skills and using computer programs are provided for students and staff.</li> </ul>	<p>To participate fully in the information skills programmes offered by the LRC.</p> <p>Academic staff has a responsibility for encouraging students in their use of the LRC.</p> <p>Training sessions should be booked in advance.</p>
<p>Provide assistance with student network logins and passwords to access LRC computer facilities.</p>	<p>Ensure personal details are current at the Student Information Centre.</p> <p>Any long-term overdue items are returned and outstanding fines are paid.</p>
<p>The student wireless data network "myWireless" is available. This allows students and staff with their own charged, wireless enabled laptop to access file shares (F Drive) and browse the Internet.</p>	<p>Students need to bring their own charged, wireless-enabled laptop and check compatibility at the LRC information desk.</p>
<p>A range of online units available on the TAFEVC (MyBlackboard) and the Online Lectures site can be accessed via the student computers.</p>	<p>Students should make sure they are enrolled in online units in the TAFEVC and that teachers have made their lectures available online via the Online lectures website.</p> <p>Access requires username and password details.</p>

We encourage you to accept responsibility for the care of these facilities, services and resources in a way that ensures fair and equitable access by the WAI Community to the LRC and its resources.