

## Vic

29-30/1 Insearch/Knight-Ridder Information Seminars. Company Intelligence (29/1 pm), Introductory Dialog (30/1). Melbourne contact: ph (02) 9212 2867, e-mail krinfo.uts.edu.au.

• 10/2-8/12 ALIA Vic Special Libraries Section Committee meetings. Venue to be advised, 5.30pm. (10/2; 3/3; 14/4; 12/5; 2/6; 14/7; 11/8; 8/9; 13/10; 10/11; 8/12). For further information contact: Anne Sedgley, ph (03) 9616 8011

25-26/2 Insearch/Knight-Ridder Information Seminars. Introductory Dialog (25/2), DataStar/ProBase Workshop (26/2). Melbourne contact: ph (02) 9212 2867, e-mail krinfo.uts.edu.au.

## WA

• 8/1/97 WA Special Libraries Section Committee meeting. Venue: The Well Bookshop. Time: 5.30pm. Contact: Tracy Gerritsen, ph (09) 366 4737.

• 5/2/97 WA Special Libraries Section. Icebreaker for 1997. Venue: CSIRO Library, Floreat Park. Time: 5.30pm. Contact: Tracy Gerritsen, ph (09) 366 4737.

• 24/2/97 WA Special Libraries Section Committee meeting. Time: 5pm. Contact: Tracy Gerritsen, ph (09) 366 4737.

5-7/3 Insearch/Knight-Ridder Information Seminars. Introductory Dialog (5/3), Beyond the Basics (6/3), Hot Business Topics (7/3). Perth contact: ph (02) 9212 2867, e-mail krinfo.uts.edu.au.

• 7/3/97 WA Special Libraries Section. Bi-monthly breakfast. Venue: Mooring Cafe, Barrack Street Jetty. Time: 7.30am. Contact: Tracy Gerritsen, ph (09) 366 4737.

• 24/3/97 WA Special Libraries Section Committee meeting. Time: 5pm. Contact: Tracy Gerritsen, ph (09) 366 4737.

## National

20/1 Insearch/Knight-Ridder Information Seminars. UPDATE 97, Hotel Inter-Continental. Sydney contact: ph (02) 9212 2867, e-mail krinfo.uts.edu.au.

13-16/3/97 The 1997 Somerset celebration of literature. This nationally recognised festival, which features children's authors, will be held for the fourth year at Somerset College. Confirmed authors to date include Colleen McCullough. Contact: Graeme Gardiner at Somerset College, Somerset

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# \$1000 to be won!

The State Library of New South Wales co-ordinates the Jean Arnot Memorial Fellowship, named in honour of the late Jean Arnot MBE, FLAA, a former staff member of the State Library of New South Wales, who retired as head cataloguer in 1968 after a distinguished career spanning forty-seven years of service. Jean Arnot was active in women's organisations and a pioneer in the campaign for equal pay.

The Jean Arnot Memorial Fellowship is funded by a generous donation from the National Council of Women of New South Wales Incorporated and the Australian Federation of Business and Professional Women's Associations Incorporated, as a memorial to Miss Arnot and her achievements. An award of \$1000

will be made to the winner of the Fellowship.

The fellowship will be awarded to a female librarian or student of librarianship for an outstanding original paper on any aspect of librarianship. The paper will be published in *LASIE: Library Automated Systems Information Exchange*, the professional journal for which the State Library of New South Wales has assumed publishing responsibility. Entries for the fellowship close on 31 January 1997. Entry forms are available from Jane Deen, Office of the State Librarian, State Library of New South Wales, Macquarie Street, Sydney 2000. Telephone (02) 9239 1663, fax (02) 9231 4383, or e-mail jdeen@ilanet.slnsw.gov.au. ■

## TAFE NSW Quality Award



John Aquilina with representatives from Northern Sydney Institute of TAFE. (L-R) Jan Edgerton, Lucy Hill, Judy Schey, John Aquilina, Susan Mansley, Christine Pradeepkumar, and Julie Sekhon

North Sydney Institute of TAFE took out the top prize at the second annual TAFE NSW Quality Awards presentation in November.

The Awards, which were presented by the Minister for Education and Training, John Aquilina MP, encourage NSW TAFE Commission staff at all levels of the organisation to develop and introduce quality practices which will improve services.

Mr Aquilina said that by winning this Award, the

team of library staff from Northern Sydney Institute of TAFE have been formally recognised for their drive and enthusiasm in putting customer service at the fore.

A student survey in 1994 had revealed that students at North Sydney Institute were dissatisfied with library services. Further investigations revealed that availability of resources was the major cause for concern.

The library team were determined to find solutions to the problem; they charted

existing ordering and receiving procedures; streamlined processes and negotiated improvements with outside suppliers.

A second survey a year later showed a marked improvement in student satisfaction with library services.

The 1996 TAFE NSW Quality Awards night was hosted by the Sydney Institute of Technology and sponsored by Optus, Digital, Holden, Candle Computers, Fuji Xerox and Universities Credit Union. ■