

# Cold climate survival

Rowena Mitchell and Sue Freeland

Serving customers of Airservices Australia and the aviation community as a whole is the name of the game for the Aviation Information Centre in Canberra.

A specialist library within a wholly owned government business, the Aviation Information Centre is positioning itself through expanded services to its customers and improved access to place it at the forefront of information provision.

Established in 1940 under the Department of Civil Aviation, the Aviation Information Centre houses Australasia's largest collection of aviation material. The collection covers topics such as aviation regulation, aviation safety, air traffic control, rescue and fire fighting and navigation. The centre offers services to the staff of Airservices Australia, the Civil Aviation Safety Authority and to members of the aviation industry.

Previously known as the Airservices Library, the new name, Aviation Information Centre, was adopted to reflect the centre's expanding customer base and to widen the perception of the type of services it provides.

Besides the usual services, the Centre also provides an amendment and

quality assurance service to staff, distributes electronic newsletters, offers internet training and has established its own intranet. The centre has also begun promoting its services to external customers through advertising, fridge magnets, brochures, a 1300 telephone number, promotional displays at aviation conferences and its internet web site.

Another vital part of the centre's new competitive strategy has been the introduction of charges to the aviation industry. Jann Cruttenden, centre manager, has also successfully established a service level agreement to provide services to the Civil Aviation Safety Authority and plans are underway to establish similar agreements with several other government organisations. Other initiatives in the pipeline include the development of an aviation thesaurus and database and the formation of strategic alliances with several international organisations.

The new strategies have generated a significant amount of revenue for the Information Centre and will doubtless present more challenges for Jann and her staff as they continue to maintain their prime position in the information service industry. ■

## Braille and Talking Book Library awards

The twenty-fifth annual Braille and Talking Book Library awards will be presented on Thursday 20 August at the ANZ Pavilion, Victorian Arts Centre. The evening will be hosted by media personality and supporter of the arts, Phillip Adams. The awards were established in 1975 with the aim of encouraging the production of current Australian literature in braille and audio formats for readers with print disabilities throughout Australia. A special feature of the awards is that the winners are selected by a panel of library borrowers.

Included on the short-list for the Braille Book of the Year are *Fellow passengers*, by Elizabeth Jolley; *Tommo and Hawk*, by Bryce Courtenay; *Shiver*, by Nikki Gemmell; and *Wind and water*, by Ang Chin Goek. The short-list for the Audio book of the year and narrator of the year are *The fiftieth gate*, by Mark Raphael Baker, narrated by James Wright; *Glass after glass*, by Barbara Blackman, narrated by Lise Rodgers; *Stepper*, by Brian Castro, narrated by Stanley McGeogh; *Ruth Cracknell: a biased memoir*, by Ruth Cracknell, narrated by Beverley Dunn; *Lovesong*, by Elizabeth Jolley, narrated by Deidre Rubenstein; *Little white secrets*, by Catherine Jinks, narrated by David Tredinnick; and *The memory cathedral*, by Jack Dann, narrated by Jeffrey Hodgson.

The awards are sponsored by Bib Stillwell, BMW, Sanderson Computers and radio 3AW. All the books have been produced by Louis Braille Audio, a division of the Braille and Talking Book Library. ■

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## STUDY GRANT AWARD 1998

There are funds available to ALIA members wishing to undertake a study project. Study Grants are offered to provide an opportunity for librarians or library technicians to undertake projects that they would otherwise be unable to do because of the time and costs involved. Study Grants are open to practising librarian or library technician members who have been personal members for at least two years and have a minimum of three years experience.

The number of awards in any year will depend upon the funds available and the estimated costs of proposals received.

Nomination forms are available from ALIA National Office  
PO Box E441, Kingston ACT 2604  
ph 02 6285 1877, fax 02 6282 2249  
e-mail awards@alia.org.au  
URL <http://www.alia.org.au/awards.html>

Applications close  
1 September 1998

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## THE METCALFE MEDALLION

Nominations are now being  
called for the 1999 award

John Metcalfe, and his contribution to librarianship and library education, are commemorated by the Australian Library and Information Association through the Metcalfe Medallion.

The Metcalfe Medallion is awarded for the most outstanding essay or other piece of work on any topic in the area of library and information science or archives administration. To be eligible nominees must be a student undertaking an entry-level course in these fields.

Entries should be sent to ALIA National Office,  
PO Box E441, Kingston ACT 2604  
phone 02 6285 1877, fax 02 6282 2249  
e-mail awards@alia.org.au  
URL <http://www.alia.org.au/awards.html>

Entries close 15 December 1998

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