Core Services of LRC/IVE(ST)

Library Services

1. Circulation & Inter-library loan services

1.1 Loan services of library materials and notebook computers to all eligible users

1.2 Shelving of new, used or returned library materials

1.3 Inter-campus loan services among IVE Libraries/LRCs

1.4 Inter-library loan services from other non-VTC libraries

1.5 Handling of counter/telephone/written enquiries

1.6 Assisting users in using the LRC facilities

1.7 Arranging new book display and preparing new book lists

1.8 Issue of Library Borrower's Ticket for Graduates, Retirees and Special Library Tickets

2. Book Processing Services

2.1 Acquisition, accessioning and cataloguing of new library materials for KC/KT/ST campuses

2.2 Monitoring the commitment and expenditure of book funds for KC/KT/ST campuses

2.3 Liaising with book contractors, teaching staff and colleagues of KC/KT/ST LRCs on procurement of library materials

2.4 Arranging book exhibitions and selection for KC/KT/ST campuses

2.5 Procurement and management of serial collection for ST LRC

3. Central Projects

3.1 Arranging ordering / tendering process for the Audio-visual materials (AV), Chinese and English book contracts

3.2 Liaising with and evaluating the performance of AV and book vendors for better services provided on quotations, billing and delivery, etc.

3.3 Collecting and processing of IVE examination papers and course materials regarding the disciplines of Applied Science as well as Childcare, Elderly and Community Services for the IVE Examination Paper and IVE Course Syllabus Databases

3.4 Co-ordinating the cataloguing work and projects for IVE Libraries/LRCs

4. Other Supporting Services

    4.1   Library orientation and user education programs for users

    4.2   Updating the information including subject guides, user guides and cataloguing tools/information in ST LRC and/or IVE Libraries Homepage

<u>Multimedia Services</u>

1. Production Services

    1.1   Photography support and production for staff

    1.2   Video support and production for staff

    1.3   Audio support and production for staff

    1.4   Graphic design and production for staff

2. Equipment Supports

    2.1   Maintenance of multimedia facilities in teaching venues and LRC

    2.2   Equipment loan services to staff

    2.3   Equipment setup for campus events and departmental activities

3. Training on using multimedia facilities for teaching and learning

<u>**IT Services**</u>

1. Systems and Operations Support

    1.1 Internet and Intranet services

    1.2 Campus Network and Wireless LAN (including Data ports and Wireless LAN access points installation and maintenance)

    1.3 PC Helpdesk and IT technical support services to students and staff

    1.4 Trouble shootings and minor repairs of PCs and peripherals

2. CNA and eLearning Support

    2.1 CNA account administration

    2.2 Email service support

    2.3 eLearning(Moodle) service support

3. Central Projects

    3.1 PC Tender for the Council

    3.2 Notebook Tender for the Council

    3.3 Printer Tender for the Council

    3.4 SFQ support

4. Other supporting services

    4.1 Timetabling system(TTS) support

    4.2 Digital Signage System(DSS) support

    4.3 Class Attendance System(CAS) support

    4.4 Computer Room management and support (including freebooking service)

    4.5 Campus file sharing and network printing services

    4.6 Security management including local policy enforcement and hacking prevention

    4.7 Ad hoc software trainings and introduction of essential services in new student/staff orientation

    4.8 Computer equipment inventory checking and auditing