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13 May 2003

Mr Neil Foster  
Library Liaison Officer  
School of Law

Dear Neil

At our recent Library Services Consultative Group meeting, John Tate tabled your email regarding issues arising from the relocation of the Law Library and the combining of the Law and Health Service Points. These issues referred to workload monitoring and the level of service provided at the combined service point.

I advised the Group that workload monitoring and OH&S issues management for library staff are routine practice, for example we are presently running focus groups for Huxley desk staff to monitor any impact of recent changes. As part of our continuous improvement process this practice will continue for the new environments in Auchmuty. The group was also advised that special attention will be paid to any user feedback relating to the new environments and the Group will be similarly briefed.

I would like to thank you for your comments and look forward to your continued support.

Yours sincerely

Lynne Benton

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