



LIMES teaching materials now available

Customer Care teaching materials

This e-learning course has been designed to provide students with an introduction to customer care in the library and information environment. The course has been created by Liverpool John Moores University in collaboration with Edge Hill University Learning Services and so uses real life examples of customer care within a library.

Teaching material available

- A User Guide to the e-learning course
- Customer care online course

Please visit the LIMES Project web pages for the Tutor's Guide which will provide a full description of the materials available:

<http://www.ics.heacademy.ac.uk/limes/>

The LIMES Project

The teaching materials made available through the LIMES Project have been created as a result of HEFCE funding and a unique partnership between three library and information departments: Loughborough University, the University of the West of England, Bristol and Liverpool John Moores University. The content of the materials has been influenced by collaborative effort between academics from these departments and practitioners, who have generously given their time and expertise.

The project has identified skills gaps in existing teaching materials and has developed case studies that address these gaps and demonstrate to library and information students a range of skills they may require in the workplace environment.

The materials are available **now** from the LIMES web site <http://www.ics.heacademy.ac.uk/limes/> and are freely available for you to use in your teaching.