

What makes quality service?

The answer to this question will be explored by keynote speaker, Lynn Hard, Chief Librarian, University College, Australian Defence Academy, on the first day of the National TAFE Section biennial conference.

During various concurrent sessions conference participants will discover how training and development of library staff affects quality delivery, how to measure a quality service, and how two libraries are delivering quality information from the Internet and quality information skills training.

After lunch, vendors Blackwells and EBSCO will discuss how they contribute to quality service in libraries.

The second day of the conference begins with the question, 'just how do we go about achieving a quality service?' Marion King of the Holmesglen College of TAFE leads off with the keynote address followed by Di Booker explaining the *Focus on Learning* document and how it supports our endeavours to achieve a quality service.

Options on this day include

'team-based continuous quality improvement', quality assurance systems, and best practice. The concluding address by Marilyn Hart, Sydney University of Technology, will challenge participants to consider how they will achieve a quality service.

The conference venue is the Parkroyal Hotel, just across the road from the beautiful Brisbane Botanical Gardens, where the welcome reception will be held on the evening of Wednesday 27 September.

The special event of the conference will be the EBSCO Australia Conference dinner on the first day. Pre-dinner drinks and savouries will be enjoyed on board the MV Brisbane Star while cruising the Brisbane River. After the cruise, we will be dropped on the Kangaroo Point bank of the Brisbane River where a short walk will bring us to the historic Story Bridge Hotel and a two course dinner in their newly renovated premises.

Registration brochures can be obtained from Robert Burnheim by phoning (07) 209 9130 (home) or (07) 259 4328 (work) or faxing (07) 259 4355.

*Phyllis Goodridge,
Kangaroo Point Campus Library,
Southbank Institute of TAFE*

Reading the Future

It isn't too early to start preparing for THE event of ALIA's 1996 calendar, the biennial conference to be held from 6-11 October 1996 at the World Congress Centre, Melbourne.

Program

6 Oct: Registration and opening function, 4 - 8 pm

7 Oct: Workshops; section meetings; user groups; tours.

8-10 Oct: 'Reading the future'
Wednesday 9: Dinner

10 Oct: ALIA AGM and conference farewell.

11 Oct: Workshops; section meetings; user groups; tours.

The Trade Exhibition will be open to delegates Monday to Thursday

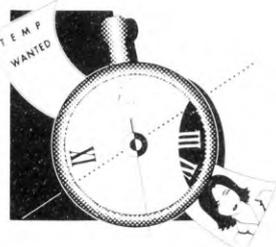
Pre- and post-conference activities

Anyone wishing to hold an event on the Monday or Friday should advise the conference committee as soon as possible to book a time. ■

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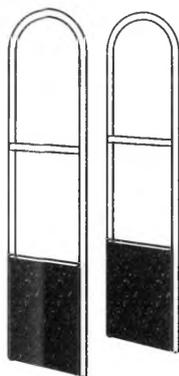
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