



Flexible learning in Queensland

Three institutes tell how they support their clients

ACT

• **10/7 ACT Branch.** *Winter dinner and awards night.* At the Lobby Restaurant, following ALIA AGM. Cost: \$40, wine extra. *RSVP by 5/7* with cheque to treasurer: Diane Costello, c/- CAUL, LPO Box 169, ANU Canberra 2601.

• **10/7-11/12 ACT Special Libraries Section.** *Librarian's Libations* come along to the Hyatt, at 5.30pm and have a nosh with the Specials. Every first payday of the month (10/7; 7/8; 4/9; 2/10; 13/11; 11/12). Contact: Libby Coates, ph (06) 266 2346.

• **16/7-17/12 ACT Branch meeting.** 5.30pm, NLA, 4th floor Conference Room. (16/7; 13/8; 17/9; 15/10; 12/11; 17/12). Contact: Lisa Spillers, ph (06) 249 3388, lisas@library.anu.edu.au.

16-18/7 Insearch/Knight-Ridder Information Seminars. Free Knight-Ridder WEB Presentation (16/7 am), Introductory DIALOG (17/7), Beyond the Basics (18/7). Contact: (02) 9212 2867, krinfo.aus@uts.edu.au.

• **18/7 ACT UCRLS section.** *Eve Woodberry, Bond University, will speak on current issues in copyright.* More information in ProActive, or from Nancy Clarke, ph (06) 209 1114, fax (06) 209 1117, n.clarke@signadou.acu.edu.au.

• **18/7-15/8 ACT Cataloguers group.** *Conference planning meeting.* All cataloguers welcome. 12.30-1.30pm, National Library of Australia, Training Room A/B (18/7; 15/8). Contact: Cheryl Bowman, ph (06) 252 6606, fax (06) 252 6906, cheryl.bowman@abs.gov.au

• **5/8 ACT Branch.** *A lunchtime meeting at CIT.* For further information contact: Edith Hackworthy, ph (06) 268 8120, e-hackworthy@adfa.oz.au.

12-13/8 ABN/Ozline Annual User's meeting 1997. Venue: Rydges Canberra Hotel. Registration: \$80; optional cocktail reception \$28. Registration forms available from the ABN Help Desk on: ph, (06) 262 1657, toll free 1800 026 155, fax (06) 273 1180. *Registrations close 11/7.*

• **29/10 ACT Branch.** *Post conference meeting.* For further information contact: Edith Hackworthy, ph (06) 268 8120, e-hackworthy@adfa.oz.au.

NSW

• **9/7 NSW Special Libraries section.** *The ACLIS winning package workshop presented by Meg Paul.* State Library of NSW, Seminar Room 1. \$200 ACLIS members, \$250 ALIA members, \$300 non-members, includes manual. Registrations contact: Moya Lum, C/- AMP Society Library, ph (02) 9257 5481, fax (02) 9257 7756, moya_lum@amp.com.au.

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The Far North Queensland Institute of TAFE Library Service, headquartered in Cairns, has the challenge of providing a quality library service to remote access students in the vast and sparsely populated North Queensland geographical region, including the Islands of the Torres Strait. We are also involved in supporting students in Papua New Guinea, indigenous students throughout Queensland and a small but growing number of students from the Northern Territory and Western Australia. We have established an external studies library position to support these students. Contact is made with students when they come to Cairns to attend residentials and material is sent out to them on a regular basis, usually in response to subject-based requests.

Our Institute has embraced the flexible delivery mode so that all our clients can study courses of value to them at a time and location convenient to them. The Heritage and Interpretive Tourism Certificate Course was the first to be taught in this mode some three years ago. Library services were provided to all students, some of whom resided in Melbourne, Fiji, Great Barrier Reef Island resorts and on a cruise liner!

More recently electronic learning and flexible delivery centres have been set up in the library and library staff have worked closely with flexible learning information centre staff to ensure its success, through provision of well managed and appropriate learning resources, development of skills to utilise these resources and ensuring ready access to resources, services and facilities. Learning is facilitated using Internet, video and audiographic conferencing delivery systems.

The Brisbane Institute of TAFE has been working in partnership with industry to deliver customised flexible training to apprentices in the engineering, manufacturing and related services industries.

A working party comprising teachers, the faculty librarian and admissions staff was established one year ago to develop innovative and best practice solutions to the challenges presented to us by the federal government's 'New Apprenticeship Scheme'. We have been successful in our endeavours and the Brisbane Institute of TAFE has recently been given the role of Queensland coordinator of the Higher Engineering Tradesperson training program by the Industry Training Advisory Body.

The Higher Engineering Tradesperson course is a new apprenticeship training program that incorporates broad-based industry

competencies and is customised for each individual and their worksite. The delivery mode is flexible and includes a combination of on-the-job and off-the-job training. Competencies may be achieved through training delivered and assessed on-campus at the Brisbane Institute of TAFE or via joint delivery with another TAFE Queensland Institute. On-site delivery and assessment may be performed by TAFE teachers and/or registered workplace assessors employed by the worksite.

The library plays a vital role in securing the success of each participant. We work closely with the workplace delivery unit to ensure our students across the state have access to information resources and library support services. Brochures, library membership procedures, library service information kits and self-paced information skills workbooks have been developed for our on-campus and off-campus students. As well as providing distance library services to our off-campus students, reciprocal borrowing agreements are being negotiated with individual TAFE Institutes.

The Brisbane Institute of TAFE Library Service is also member of COLAB 21, a collaborative reference group between six TAFE Queensland Institutes developing programs for teaching and learner support using Internet applications. So we look forward to further enhancing our learner support to clients via Internet applications in the near future.

The Gold Coast Institute of TAFE has two state-of-the-art learning centres located in the heart of the Central Business Districts of Southport and Coolangatta. The challenge for the library staff was to work out how to incorporate library services into an open access, free-flowing centre which catered for students attending a variety of courses as well as being at a range of stages in their course. The solution was to have low-level shelving which was unobtrusive, library resources located amongst banks of computers and study groups, as well as making staff available for extended hours and performing a range of functions.

The focus is on the customer at all times, with library staff accommodating a huge range of general enquiries as well as supporting different learning methodologies.

Our customers love the new approach to learning — it enables them to enter and exit as they need to as well as having all their resources on the shelf or computer in front of them. Library staff are included as a valued member of the teaching and learning team. All in all — a success story for everybody. ■