

Conference excitement grows...



Bridging Services
embracing reality

12th ALIA NATIONAL LIBRARY TECHNICIANS CONFERENCE
BRISBANE 29th TO 3rd SEPTEMBER 2003 - Sheraton Hotel & Towers, Brisbane

As September 2003 draws near, members of the 12th ALIA National Library Technicians Conference committee have been abuzz with excitement and busy finalising both the educational and social programs around the theme *Bridging services — embracing reality*, with the focus on customer service.

Customer service is seen as the single most important service provided by libraries. In an era of challenging and competing demands, libraries find themselves in a diverse and highly competitive market place. Library technicians are often at the forefront of customer service and play a vital role in the performance and delivery of all library services.

This conference promises to provide delegates with the opportunity to:

- learn more about customer service and how one can better respond to customer's needs by keeping pace with technological developments and customer's expectations;
- discover new ideas by exposure to others' experience and viewpoints;
- extend your personal and professional skills to provide the ultimate in customer service;
- embrace the reality of libraries — understand how we uphold the tenets of customer service;
- network by renewing acquaintances and extending your circle of contacts; and
- refresh your existing knowledge of

resources and tools available by exploring the trade exhibition.

More information on the conference program and speakers will appear in the next issue of *inCite*. For the most up-to-date information, visit the conference website [<http://groups.alia.org.au/libtnat/conferences/2003/>].

The destination

Sophisticated yet friendly, Brisbane is the hub of Australia's favourite holiday region. Brisbane Airport provides a world-class gateway to the region and beyond, with state-of-the-art facilities and flight schedules that offer plenty of options. For only \$9, the Airtrain connects both domestic and international airports into the heart of the city in just twenty minutes. Central Station is located directly adjacent to the conference venue.

The Gold and Sunshine Coasts are on Brisbane's doorstep. As are lush rainforests, mountain hinterland, blue water bays, adventure experiences, theme parks and some of the best shopping, dining and entertainment in the country. For more information on Brisbane and its surrounds have a look at the virtual tour provided by Brisbane Tourism [<http://www.brisbanetourism.com.au>].

Springtime in the river city

Arrive early and enjoy the Riverfestival, which is celebrated between 29 August and 7 September. In its sixth year, the festival features the Riversymposium, Riverjazz, Riverfire, and Riverfeast. Another worth noting is the Spring Hill Fair (5–6 September), Brisbane's biggest fair

with entertainment, food, and market stalls.

Consider staying at the conference venue. Recently refurbished, Sheraton Hotel and Towers offers excellent facilities with a wide selection of gathering places for delegates. Active hotel guests will find the fully-equipped gymnasium (small fee required) and swimming pool useful to keep their energy levels up. The Roma Street, South Bank Parklands and City Botanic Gardens are within easy reach, just the place for an interesting stroll or an early-morning jog.

The social program includes optional extra activities, during and after the conference. These include:

- a guided walk around the city;
- small group alfresco dining;
- a river cruise;
- whale watching;
- a visit to Mount Tamborine, explore the rainforests, sample the wine, and enjoy the shopping bargains at the local factory outlet; and
- a visit to the Australia Zoo (home of the Crocodile Hunter) and Sunshine Coast.

The conference committee looks forward to welcoming you and sharing our Brisbane experience at the 12th ALIA National Library Technicians Conference.

**Elaine West, social program convenor,
12th ALIA National Library Technicians
Conference**

Library technician conference regular awarded Australia Day Medallion

Library technicians nationwide are proud to congratulate Edi Wilson, who works for the Commonwealth Grants Commission, on being awarded an Australia Day Medallion. It is an honour to be recognised nationally, but it also has a deeper sense of pride for ALIA members, that an agency outside the library industry can recognise one of our own for providing excellent customer service.

A special meeting was called on Friday 24 January during which this surprise announcement was made. This is the first year that the Commonwealth Grants Commission has awarded anyone with a medallion and Edi says how proud she was to accept this award from the secretary Bob Searle.

Edi comes from Canberra where there have been devastating fires and this award was a nice surprise for her at a time when there has been so much sadness.

The medallions are awarded from the National Australia Day Council to commonwealth government departments and their agencies and are only presented to officers who have made a noteworthy contribution to the work of their department.

Edi Wilson has been a regular library technician conference attendee since Darwin 1995, and is really looking forward to the September conference this year.

This is a wonderful achievement for the library industry. From the 12th ALIA National Library Technician's conference committee, we congratulate Edi. This achievement is the ultimate in what good customer service is all about.

Mary Harlow, 12th ALIA National Library Technicians conference