

Bridging services, *embracing reality*

Come and join us!

Preparations are well underway for the 12th ALIA National Library Technicians conference to be held at the Sheraton Hotel and Towers in Brisbane from 9 to 12 September 2003. This conference will provide an excellent opportunity for library workers to participate in a quality professional development experience with local, national and overseas colleagues.

It's all about customer service

The theme Bridging Services: *Embracing reality* focuses on excellence in customer service. In this new century libraries are faced with the reality of technological change, evolving expectations in society, and the need to demonstrate value. Libraries must answer this challenge by moving beyond their comfort zone, using dynamic and creative solutions to develop quality services for individuals, organisations and communities.

The conference program reflects this approach. Presentations offer a wide range of stimulating topics to suit delegates from all library sectors. Delegates will gain valuable skills, tap into new ideas, have exposure to the latest information and resources, experience new challenges and network with an outstanding group of people.

Introducing the keynote speakers

Bruce Sullivan is a specialist in the areas of customer service, leadership and team dynamics. He has a unique understanding of our ability to relate to one another in the corporate environment and has worked with a number of organisations including The Australian Society of CPAs, Nestlé, Flight Centre Ltd, Mobil, Holden and Credit Union Australia. His philosophy is that customer service in the new millennium will depend on what makes you different, not what makes you normal!

Jean Bailey needs no introduction to the many library technicians she has inspired and supported throughout her career. While employed as senior library technician at Sydney University she gained recognition for her active membership in ALIA and her significant contribution to the profession. Since early 'retirement'

she has ventured into private enterprise, building a business which offers academic support services.

Ann Gately is business development manager at Blake Dawson Waldron. She is responsible for the planning and implementation of corporate profiling activities, bids tenders and sales support. She specialises in training and coaching executives in presentation skills, selling and new business techniques.

Workshops — which one to choose?

A range of interactive workshops has been scheduled for each day of the conference, with expert presenters, useful topics and creative ideas. Workshop presentations for the conference have been allocated ninety minutes to allow for the delivery of information in detail. Maximum numbers apply so be sure to book your place early. Just some of the great topics on offer include project management, conflict resolution, cross-cultural awareness, career development, interview techniques, CVs and resume writing, genealogical research, graphic design and publishing.

Papers — be inspired and capture some great ideas!

Speakers from the library and information profession and experts from related fields will share their knowledge and expertise. Paper presentations on all aspects of customer service have been scheduled to give as wide a range of topics as possible — including global 24-hour reference services, customer service excellence, networking, marketing and promotion, occupational health and safety, mentoring, industrial relations, education and training, technical services, and document delivery.

Posters — the passing parade

Several poster presentations have been scheduled during the conference lunch breaks. These presentations, which are of five to ten minutes duration, use visual material and short prepared addresses designed to encourage discussion and interest in the topic. The conference is fortunate in having local, national and overseas poster presenters to contribute to the quality, depth and variety of sessions.

Library tours — the best Brisbane has to offer

Libraries with unique collections, special client groups and scenic locations are included in the library tours program for the 2003 conference. Special, government, school, TAFE, academic and public library tours are offered on two separate days to give added choice to delegates. Remember to book early as places are limited.

The conference organising committee extends its sincere thanks to all those who answered the call for papers. The response was overwhelming and the quality of abstracts was exceptional. We appreciate your interest, involvement and commitment to the profession.

The conference registration brochure is now available at <http://groups.alia.org.au/libtnat/conferences/2003/>. You can also contact Krys Henshaw at Organisers Australia on 07 3369 7866 for information or additional copies of the brochure. Early bird registrations close on 4 July 2003 — register early and save!

As September draws closer, the organising committee for the 12th ALIA National Library Technicians Conference looks forward to welcoming you to Brisbane. An invitation is extended to the whole library community — so come along, bring your enthusiasm, be an active participant and share in this rewarding experience.

Robyn MacKenzie, education/program convenor,
12th ALIA National Library Technicians conference



Bridging Services

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12th ALIA NATIONAL LIBRARY TECHNICIANS CONFERENCE

SEPTEMBER 9 TO 12, 2003 SHERATON HOTEL & TOWERS, BRISBANE

Aiming for access

Australian Committee on Cataloguing seminar, 25 July 2003

Registrations are now open for the *Aiming for access* seminar to be held on 25 July 2003 at the Wesley Centre, Sydney. The seminar is being organised by the Australian Committee on Cataloguing and will be the premier professional development event for Australian cataloguers and metadata creators in 2003. Registration fees are only \$130.00 (ALIA members) and \$165.00 (non-members). Full details of the seminar including the program and a registration form are available at: <http://www.nla.gov.au/lis/stdnrd/grps/acoc/acocseminar2003.html>.

The seminar will focus on how the use of thesauri and classification can enhance access to information and increase the value of metadata. It will feature a keynote address by Joan Mitchell, editor-in-chief of *Dewey Decimal Classification*. Judith Pearce from the National Library of Australia will discuss the 'One Search' interface that enables users to search the library's catalogue, website and other key resource discovery services with a single search. The afternoon will feature a panel session focusing on why it is necessary for libraries to develop existing standards further, or create new ones to provide good subject access to resources.

For registration and sponsorship inquiries please e-mail Daniella Kiley at ALIA National Office (conferences@alia.org.au). For inquiries regarding the seminar program please e-mail Rob Walls at the National Library (rwalls@nla.gov.au). ■