

<http://alia.org.au/events>

Children's Book of the Year: As *inCite* went to press, the Children's Book of the Year and Crichton winners were announced on 17 August. The theme for the 2008 Children's Book Week has also been announced — Fuel Your Mind. See <http://www.cbc.org.au/bookweek.htm> for more details of the winning books.

Books Alive: This is an Australian Government initiative to encourage all Australians to experience the joys of reading. Every year, a nationwide campaign makes it easier to choose a really great 'read'. The 2007 Books Alive Great Read Guide has been released, comprising 50 titles across a range of genres and styles: biography, crime, fantasy, history, science, children's books and much more. Download the guide at <http://www.booksalive.com.au/great-read-guide/>.

'979' ISBNs: The International ISBN Agency has announced that it expects ISBNs with a 979 prefix will begin to be issued in the second quarter of 2008. All 13-digit ISBNs issued to date have carried the '978' prefix, which allowed systems to carry both 10- and 13-digit ISBNs. Once the '979' prefix is introduced, there can be no 10-digit equivalent, as this could lead to duplication of numbers.

The Hollywood Librarian: This film by Ann Seidl, produced by Overdue Pro-

ductions, has premiered at the American Library Association conference in front of an audience of 5,000 in Washington. The first full-length film to focus on the work and lives of librarians in the context of American movies, the documentary is interspersed with interviews with real librarians and messages of censorship, intellectual freedom, pay equity and funding. More information at <http://www.hollywoodlibrarian.com/>.

ALIA representatives have contacted the filmmaker about bringing the film to Australia. The great news is she's just as keen as we are to bring it here. We don't yet know how, or when, but we're working on that. So stay tuned, polish up your premiere togs and watch this space.

The **Man Booker Prize** longlist of 13 books was announced on 7 August. The shortlist for the prize will be announced on 6 September; the winner will be announced on 16 October. The prize is considered one of the world's most important literary awards. More details are at <http://www.themanbookerprize.com/>.

Research Fellowships: The State Library of NSW has announced new fellowships of interest to the LIS industry. Details are at <http://www.sl.nsw.gov.au/awards>.

ACT

18–19/9 Digital Futures International Forum Presented by the National Archives of Australia. Venue: Theatre of Parliament House. Time: from 9:00am each day. Contact: Kathleen Lazzari, ph 02 6212 3616, kathlazz@yahoo.com.au, <http://www.naa.gov.au/dfif.html>

NSW

4/9 ALIA PD Workshop in partnership with CAVAL. Negotiating e-licences. Special rates for members. Practical one-day workshop suitable for all library and information professionals. Venue: Wallsend District Library, Newcastle. Register online, <http://training.caval.edu.au/>. For information e-mail training@caval.edu.au, 03 9450 5508 or pd@alia.org.au, 02 6215 8216

14/9 Mentoring NSW Escape the APEC circus with lunch in the bush. A family-friendly event. Contact: Julian Sortland, 0429 470 672, info@lfp.info, <http://www.lfp.info/>

18/9 NSW Resource Sharing Interest Group Interlending & Document Delivery Workshop. Venue: Metcalfe Auditorium, State Library of NSW, Sydney. Time: 9:30am – 4:00pm. Cost: \$55. Contact Convenor NSWRSIG: Sharon Howells, 02 4921 7147, sharon.howells@newcastle.edu.au

20/9 ALIA Children's & Youth Services (NSW) Meeting: Open to all ALIA members. West Ryde Library, 2 Graf Ave, West Ryde, 6:00pm. Contact: Alex Mills, alexander.m@ashfield.nsw.gov.au

Products and Services news

CAVAL Open Day: 1 October 2007: CARM Centre, 4 Park Drive, Bundoora, Victoria. Colleagues from all library and information sectors are invited to see a showcase of CAVAL's services, meet the staff and network. CAVAL is Australasia's largest library consortium and offers advice and consultancy, cataloguing, processing and indexing, information systems management and support, preservation and storage solutions, extensive and relevant training programs, and solutions through to customised training and professional development.

Keynote speaker is Stephen Abram, Vice President of SirsiDynix, Adjunct Professor at University of Toronto, and author. The program is available at <http://www.caval.edu.au>.

www.caval.edu.au, and join the CAV-Train listserv to keep up-to-date with upcoming training opportunities. Register for the Open Day by 20 September. Email wendyf@caval.edu.au.

Celebrating 30 Years of the Archivists Society: The Australian Society of Archivists has released *Made, Kept & Used: Celebrating 30 Years of the Australian Society of Archivists*. Its ISBN is 9780980335217, and is available at <http://www.archivists.org.au/pubs/books.html>.

Green Services Directory: Green Pages is producing a comprehensive two-volume guide to environmentally friendly products and services directory. The printed editions and an online directory will be released on

27 October 2007. See details at <http://www.greenpagesaustralia.com.au>.

Thorpe Bowker New Titles: *Australian Books in Print 2007*: 2 vol.set (approx. 4,000 pages); ISBN: 978-1-86452-074-3, \$399 (inc. GST)

New Zealand Books In Print 2007. 350 pp; ISBN 978-1-86452-073-6, \$172

Australian Book Awards and Literary Fellowships 2007 (13th Edition) (Formerly *Australian Literary Awards and Fellowships*): ISBN 978-1-86452-071-2; \$89.00 (Inc. GST)

All titles can be ordered directly from Thorpe-Bowker at customer.service@thorpe.com.au.

EVENTS

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25/9 ALIA Career Management Group (VIC) The Real Management Conference. Featuring 'Fish!' author Steve Lundin, and Stephanie Dowrick, it's a focus on productivity, fun and happiness at work. Location: Sydney, Darling Harbour. Cost: ALIA member \$600, Non-member \$770. Contact: Sue Hunt, ph sue@synergyplus-training.com

26/9 Mentoring NSW Library Folk In the Pub. The Hippo Bar, Madison Hotel, cnr Devonshire and Chalmers Sts, Surrey Hills, 6:00pm. Contact: Julian Sortland, 0429 470 672, info@lfip.info, <http://www.lfip.info/>

27/9 Key Forums - Master Class Implementing Library 2.0, led by Dr Alex Byrne, University Librarian, University of Technology, Sydney. Cost: ALIA member \$930.30, Non-member \$1094.50. Contact: Key Forums, ph 02 9436 4255, helen.lewis@keyforums.com.au, <http://www.keyforums.com.au>

NT

19/9 ALIA Top End. Meeting. Venue: CDU, Palmerston, 5:30pm. Contact Sarah White, 08 8935 9991, sarah.white@palmerston.nt.gov.au

QLD

16-19/9 Queensland Public Libraries Association Conference Building Bridges to Knowledge - Community Engagement, Technology and Public Libraries. Venue: Civic Hall, Ipswich. Contact QPLA Secretary: ph 07 4992 7361, jensenf@banana.qld.gov.au, <http://library.ipswich.qld.gov.au/qpla/index.htm>

18/9 Library Technicians QLD General Meeting. Location: TBA. Time: 5pm for 5:30pm start. Contact Trish D'Arcy, 07 3623 7407, p.darcy@mcauley.acu.edu.au
19/9 QOPAL Meeting. Resource Options, Suite 5, 936 Logan Road, Holland Park. Contact Jenny Hale or Kerri Nixon, ph 07 3847 6499, info@resource-options.com.au

SA

3/9 ALIA South Australia Monthly meeting. All SA ALIA members welcome. Venue: Amore Café, Adelaide. Time: 6pm for 6:15pm. Contact: Helen Kwaka, 02 8397 7454, kwakh@cttg.sa.gov.au

14-15/9 South Australia State Conference School Libraries Make A Difference. Contact: Eva Dimasi, eva.dimasi@nazareth.catholic.edu.au

17/9 ALIA South Australia Visual Merchandising Workshop. One-day workshop featuring Kevin Hennah. Venue: Burnside Ballroom, Adelaide. Cost: ALIA member \$80, Non-member \$100. Contact: Benita Wheeler, ph 08 8242 1138, benita_j@optusnet.com.au

26-27/9 ALIA South Australia Academic and Research Libraries 20/20 Vision. A joint ARCOM and ALIA Information Science (SA) event. Venue: Stockdale Room, Flinders University. Time: 1:45pm - 5:00pm. Contact Christine Cother, ph 08 8302 6810

TAS

5/9 ALIA Tasmania Elizabeth College Library Tour. Includes access to the Aboriginal Education Resource Centre and the ESL collection. Time: 12pm - 2pm. Cost: gold coin donation. RSVP appreciated. Contact: Jo Beck, jo.beck@education.tas.gov.au

VIC

27/9 ALIA New Graduates Group (VIC) CSU Student's Dinner. Venue: European Bier Café, 120 Exhibition St, Melbourne. RSVP required. Contact: Michelle Thomason, ph 03 9345 5158, michelle.thomason@rch.org.au

WA

6/9 Australian Copyright Council Seminars, Perth Presented by ACC copyright law experts. Seminars on copyright topics for librarians, including the new provision for maintaining or operating a library or archive. Contact Reception: ph 02 8815 9777, info@copyright.org.au, <http://www.copyright.org.au>

NATIONAL

6/9 National Simultaneous Storytime 2007 This event will take place on the Thursday of National Literacy and Numeracy Week at 11:00am. Contact ALIA National Office, 02 6215 8222, <http://alia.org.au/advocacy/storytime/>

10/9-22/10 ALIA & School of Health and Related Research (University of Sheffield, UK) e-Folioz: An introduction to e-learning. Registrations open soon. Contact: ALIA PD Officer, ph 02 6215 8222, pd@alia.org.au
1/12/07 - 13/2/08 Summer Reading Club Superheroes Summer - Read around OZ! For further information and to order SRC merchandise: <http://www.alia.org.au/src>. Official website: <http://www.summerreadingclub.org.au>

CONFERENCES

6/9 Libraries Australia Forum 2007 Venue: State Library of Queensland. Register online: <http://www.nla.gov.au/librariesaustralia/aum/la07/rego.html>. Contact: ph 1800 026 155.

7/9 Australian Committee on Cataloguing (ACOC) Seminar 2007: Promise for the future, or legacy of the past: cataloguing in a changing world. Venue: State Library of Queensland. Time: 9:30am - 4:30pm. Contact Events Manager, 02 6215 8214, conferences@alia.org.au

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Choice areas and all library staff reported that these have had a positive impact on performance as well as improving the image of the library.

What can managers do to motivate teams to deliver high levels of customer service?

If libraries are to truly transform the way they offer their services and spaces, staff training is absolutely essential. Opening the Book has taken a very effective approach with their online training course, Frontline, which targets those who have most direct contact with readers. It is practical, self paced and can be done by anyone, anywhere. Everyone I spoke to in different library authorities said their staff have benefited greatly; some said it was the best training their staff have ever done.

Whenever I talk to people who work in libraries about the findings of my study, there is a strong sense of enthusiasm and excitement. We ran a couple of reader development seminars in Melbourne last year with Opening the Book's Director, Rachel van Riel, and participants were heard to comment, 'Finally. Some training about books'. Investigations are underway to secure funding to make Frontline available in Australia, with Victoria the pilot state.

What else would you like to encourage Australian libraries to do?

The support of reading groups is possibly one of the most reader-centred services a library can offer. They give the opportunity for people to interact with others who love reading and expands people's reading choices, introducing them to books they would not necessarily have picked for themselves.

Reading groups are very popular in Melbourne and Victoria but not all library services have their own. I noticed that most of the UK libraries I visited had a close relationship with the reading groups in their community - as well as directly supporting the groups with regular meetings in their libraries, they also provided reading group sets for non-library groups to borrow.

The time is absolutely right for reader development to take off in libraries in Australia. I strongly believe that by implementing these principles, the level of service our libraries offer will improve markedly. Our libraries will perform much better, engagement with the community will be stronger, and staff will gain a greater deal of job satisfaction. The reader-centred approach is the ultimate customer service we can offer.

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