

Revealing

VUT
CONFERENCE
CENTRE

LEVEL 12
300 FLINDERS
STREET
MELBOURNE
AUSTRALIA



Australian
Library and
Information
Association

Revealing



**IN REFERENCE 2001
RAISS – REFERENCE
AND INFORMATION
SERVICES SECTION
SYMPOSIUM
REGISTRATION
AND PROGRAM**

12-14 OCTOBER 2001

SYMPOSIUM THEMES

- **Share the best**
- **Learn the new**
- **Make the difference**

Revealing



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SYMPOSIUM**

Reveling

Introduction

Why attend this symposium?

Reveling in Reference offers an opportunity to share and network with an exciting group of practitioners and speakers, both national and international. The two and a half day program is designed for participation and action. This is a symposium where participants are challenged, issues debated and research reported.

The issues and challenges facing reference and information professionals in 2001 are not new but different. How do we deliver quality services online. How do we know if we are meeting user needs and how do we know what users want? What is our role in the digital divide? Do we still have one? Are we in danger of being overtaken by competitors? Who are the innovators? Why do programs succeed whilst others fail?

But most important here is a chance to **revel** with colleagues and friends and enjoy the pleasures and social activities at wonderful venues.

Looking forward to seeing you in October.

Margaret Smith

Margaret Smith
Convenor

Program Day One

Friday 12 October 2001

SYMPOSIUM

8.00am-5.00pm

Registration

9.00am-9.10am

Official opening

Fran Awcock, Chief Executive Officer and State Librarian, State Library of Victoria.

9.10am-10.00am

Keynote address

Professor Carol Tenopir, School of Information Services, The University of Tennessee.

10.00am-10.30am

Morning refreshment

Papers

10.30am-12.10pm

Concurrent session 1

Theoretical foundations

- *Reference - the first and last frontier.*
Prue Mercer, State Library of Victoria.
- *Do you have that blue book? A discussion of human factors in the provision of quality library reference services in Victorian TAFE Institutes in the context of an information society.*
Anne Bult, Chisholm Institute of TAFE.
- *Drive, revive, survive - and thrive: going the distance for information literacy.*
Judith Peacock, Queensland University of Technology Library.

Concurrent session 2

Reference models

- *Reference service in public libraries - how integrated and flexible can you get?*
Sharan Harvey, Brisbane City Council Library.
- *Rethinking reference rethought.*
Guy Field, Library & Learning Services, Christchurch Polytechnic Institute of Technology.
- *From virtual library to e-business library: applying e-business models to information provision.*
Paul Mercieca, RMIT University.

Lunch

12.10pm-1.45pm

Workshops

1.45pm-4.45pm

Workshop 1

Evaluation and measurement

- *Applying the ASK model of reference service evaluation to virtual reference services.*
Rosemary Cotter, La Trobe University; David Cunnington, University of Melbourne; Eva Fisch, La Trobe University; Barbara Paton, La Trobe University.

Workshop 2

Skills for reference staff

Workshop 3

Measuring clients needs

- *Meeting students halfway: marrying what we think students need to know with ways they like to find out.*
Elizabeth Hartmann, University of Ballarat.
- *I can't get no satisfaction: turning on to client needs.*
Jenny Addie, and Alex Leknius, Deakin University Library.

Papers

1.45pm-3.25pm

Building on user needs

- *Outside the library: designing and delivering information and reference services to postgraduate students at the University of Melbourne.*
Sabina Robertson, University of Melbourne.
- *Keeping our academics on the cutting edge: the academic outreach program at the University of Wollongong Library.*
Beth Peisley and Suzanne Lipu, University of Wollongong.
- *Globalisation: impact on library services.*
Carolyn McSwiney, School of Information and Management Systems, Monash University.

Afternoon refreshment

3.25pm-3.55pm



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Panels

3.55pm-5.00pm

Panel 1

Reference models

- *Is the new age reference service vintage red or cheap cask? - Does the tiered reference model work in a decentralised Library?*
Scott Nicholls, University of Western Australia; Carol Newton Smith, University of Western Australia.
- *Taking reference services to the patron: the in-library experience.*
Judy Hopley, Caulfield-Peninsula-Berwick Libraries, Monash University; Joyce Jenkin, Peninsula Library, Monash University.

Panel 2

Information literacy

- *Information seeking on the Sunshine Coast.*
Sue Willis, University of the Sunshine Coast Library.
- *Make the difference.*
Catherine Clark, University of Western Australia.
- *Information literacy 'just in time': seamlessly linking reader education to the curriculum.*
Karin Smith, Charles Sturt University.

Panel 3

Information literacy online

- *Can online library instruction pass the test? an evaluation of library information skills instruction for first year students at Deakin University.*
Marion Churkovich and Christine Oughtred, Deakin University Library.
- *A case study in collaborative information literacy web development work.*
Julia Leong, University of New England.

Explorations/meet the speakers

3.55pm-5.00pm

These sessions provide the opportunity to meet with the morning key note speakers, follow up and ask questions.

Showcase-services, surveys, research, reports

3.55pm-5.00pm

These sessions to provide hands on opportunity to follow up the development, implementation and evaluation of services, products and research.

- *International students and academic writing: integrating the library and the classroom.*
Rena Kelly, Deakin University.
- *Making the difference: how reference staff can assist users of electronic resources in public libraries.*
Kirsty Williamson, School of Information Management and Systems, Monash University and School of Information Studies, Charles Sturt University.
- *Online tutorials: new horizons in the delivery of flexible online training.*
Bernadette Lingham, Deakin University Library;
Janet Fletcher, Southern Cross University;
Glenda Henderson, UNILINC Limited.
- *PANDORA uncovered - revealing her treasures.*
Anne Daniels, National Library of Australia.
- *Building partnerships through 'discovery' - collaborative online teaching and learning.*
Rose Counsel, University of Ballarat.
- *Having a point of reference: liaison, marketing & communication as the cornerstone of reference work.*
Ruth Foxlee, Herston Medical Library, The University of Queensland Library; Diana Guillemin, Dorothy Hill Physical Sciences and Engineering Library, The University of Queensland.

10.45am-11.30am

Plenary session 2

- *How reference will make the difference: a personal perspective.*
Veronica Brady, Department of English, University of W.A.

Papers

11.30am-1.10pm

Concurrent session 1

Changing and Reforming Reference Services

- *Changing expectations: identifying and responding to the needs of users in the National Library of Australia.*
Francis Wilson, National Library of Australia.
- *Extinction or distinction? Revitalising reference services in an academic library.*
John Rodwell and Kate Sexton, Fisher Library, University of Sydney.
- *How do we know that we are making a difference?*
Richard Dearden, University of Tasmania Library.

Concurrent session 2

Meeting client and user needs

- *"I want that!" - teaching the internet and email to a group of clients with intellectual disability.*
Pam Schindler, University of Queensland; Karen Borchardt, University of Queensland; Anne Horn, University of Queensland.
- *Is reference making a difference: finding useful performance indicators.*
Anne Evans, Biological Sciences Library, University of WA;
Lucy Peachey, EDFAA Library and Business Library, University of WA.

Lunch

1.10pm-2.10pm

Workshops

2.10pm-5.00pm

Workshop 1 (repeat)

Skills for reference staff

Workshop 2 (repeat)

Measuring clients needs

- *Meeting students halfway: marrying what we think students need to know with ways they like to find out.*
Elizabeth Hartmann, University of Ballarat.
- *I can't get no satisfaction: turning on to client needs.*
Jenny Addie and Alex Leknius, Deakin University.

Workshop 3

Virtual reference desk: what is it really?

- *Cybrarians providing new directions in a digital environment: virtual reference services at the University of Queensland.*
Anne Draper and Karen Borchardt, University of Queensland Library.
- *Ask a librarian - the Macquarie experience.*
Perri-Lee Sandell and Philippa Hair, Macquarie University Library.
- *Reaching out: Monash University library's suite of virtual information desks.*
Marie-Therese Van Dyk and Averil Dent, Monash University.

Showcases-services, surveys, research, reports (repeat)

2.10pm-3.00pm

These sessions to provide hands on opportunity to follow up the development, implementation and evaluation of services, products and research.

- *International students and academic writing: integrating the library and the classroom.*
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Day Two Saturday 13 October 2001 SYMPOSIUM

9.00am-5.00pm

Registration

9.30am-10.15am

Plenary session 1

- *Cybrarians: promise and peril.*
Sara Weissman, Morris County Library, New Jersey, USA.

10.15am-10.45am

Morning refreshment



- **PANDORA uncovered - revealing her treasures.**
Anne Daniels, National Library of Australia.
- **Building partnerships through 'discovery' - collaborative online teaching and learning.**
Rose Counsel, University of Ballarat.
- **Having a point of reference: liaison, marketing & communication as the cornerstone of reference work.**
Ruth Foxlee, Herston Medical Library, The University of Queensland Library; Diana Guillemin, Dorothy Hill Physical Sciences and Engineering Library, The University of Queensland.

3.00pm-3.30pm

Panels (repeat)

3.30pm-4.35pm

Afternoon refreshment

Panel 1

Reference models

- **Is the new age reference service vintage red or cheap cask? - Does the tiered reference model work in a decentralised Library?**
Scott Nicholls, University of Western Australia; Carol Newton Smith, University of Western Australia.
- **Taking reference services to the patron: the in-library experience.**
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Panel 2

Information literacy

- **Information seeking on the Sunshine Coast.**
Sue Willis, University of the Sunshine Coast.
- **Information literacy 'just in time': seamlessly linking reader education to the curriculum.**
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Panel 3

Information literacy online

- **Can online library instruction pass the test? an evaluation of library information skills instruction for first year students at Deakin University.**
Marion Churkovich and Christine Oughtred, Deakin University Library.
- **A case study in collaborative information literacy web development work.**
Julia Leong, University of New England.

Explorations/meet the speakers

3.30pm-4.35pm

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Sunday 14 October 2001

SYMPOSIUM

9.00am-1.00pm

Registration

9.30am-10.45am

Plenary session

- **Revelling in reference - why?**
Rod Quantock
A greatly respected comedian, writer, newspaper columnist, director, producer and consultant.
This promises to be a lively and thought provoking session.

10.45am-11.15am

Morning refreshment

10.45am-11.30am

Workshop outcomes

11.30am-12.15pm

Closing session

- **Revelling in reference - where to?**
John Levett, Editor, Australian Library Journal.

Fees

Note: all prices include GST.

Registration Fees

Early Registration members	\$495.00
Early Registration non members	\$620.00
Registration after 30/6/01 members	\$605.00
Registration after 30/6/01 non members	\$753.50
Day Registration*	\$275.00
Student Registration	\$220.00

Extra tickets

Welcome Reception	
Fri. 12 Oct.	\$ 55.00
Conference Dinner	
Sat. 13 Oct.	\$110.00

*Day registration is only available for single day bookings, if you wish to attend on more than one day then a full registration must be taken. Day registration includes Symposium proceedings on selected day; morning and afternoon refreshments and lunch on selected day; Symposium satchel; Symposium proceedings.

Full registration includes all Symposium proceedings; morning and afternoon refreshments on each Symposium day; lunch on Friday and Saturday; Welcome Reception; Symposium Dinner; Symposium satchel; Symposium proceedings.

Student Registration is available to full time students who register **before 30/06/01**. Included in this fee are all Symposium sessions; morning and afternoon refreshments on each Symposium day; lunch on Friday and Saturday; Symposium satchel; Symposium proceedings.

Full registrations may not be shared. If more than one delegate from an organisation wishes to attend the Symposium on different days single day registration must be taken.

Accommodation

Accommodation for this Symposium has been booked at the following hotels at special rates:

Duxton Hotel

328 Flinders Street, Melbourne (Adjacent to VUT Conference Centre)
Deluxe Room single/double/twin occupancy
\$165 per room per night (including GST)
Standard Room single/twin/double occupancy
\$125 per room per night (including GST)

Hotel Y

Elizabeth Street, Melbourne (5 minutes by tram; 10-15 minute walk)
Standard Single \$77 per room per night (including GST)
Standard Twin \$93 per room per night (including GST)

Please book your accommodation on the registration form and include a credit card number as guaranteed arrival.

We are holding a limited number of rooms and every effort will be made to accommodate delegates. Bookings will be confirmed on a first come basis.

Social Program

Welcome reception

Sponsored by Swets Blackwell Pty Ltd
Friday 12 October at the State Library Victoria.

Informal dinner Friday 12 October

Group bookings have been made at four restaurants in the famous Lygon Street precinct for dinner following the Welcome Reception on Friday.

The selected restaurants are

Café Italia	(Italian)	\$30.50 per person
Santinos Terrace Restaurant	(Italian)	\$40.00 per person
Poppy's Thai	(Thai)	\$23.50 per person
Abla's	(Lebanese)	\$35.00 per person

The cost at each restaurant is for a three course meal except at Ablas and Poppy Thai which are banquets. Beverage is not included in the fee and may be purchased on consumption at all restaurants. They are BYO for wine only and some charge corkage. Note: Abla's is totally BYO, there are bottle shops nearby.

Note: To enable us to meet our booking obligations with these restaurants we must receive your booking with your registration. Space is limited and we cannot guarantee availability at a later date.

Symposium dinner

Saturday 13 October at the ANZ Pavilion at the Victorian Arts Centre. The Conference dinner promises to be a night of good food, good company and exciting entertainment. The venue is only a short walk or tram ride from the VUT Conference Centre and associated hotels.

Registration Form

Please print clearly

Early registration deadline Friday 29 June 2001

**Final registration deadline
Friday 7 September 2001**

Complete your registration details below and mail to the address on page 6. **Only registrations received by Conference Plus with full payment attached will be confirmed.**

Use one form per person - photocopy for extra registrations or register online: raiss2001.monash.org

Title (Mr/Ms/Miss/Mrs/Dr/Prof/Other) _____

First Name _____

Surname _____

Position _____ Organisation _____

Address _____ P/Code _____

Tel: _____ Fax _____

Email: _____

Accommodation

Selected hotel _____

Type of room ie single/double/twin _____

Arrival date _____

Departure date _____

Special requirements _____

* Please provide credit card details below as guarantee of arrival.

Workshops

To enable us to allocate appropriate rooms to the various workshops we request that you register for the workshops of your choice. Numbers are strictly limited and bookings will be allocated on a first come basis..

Day One Friday 12 October. Please tick the box

Day Two Saturday 13 October. Please tick the box

Workshop 1 Workshop 2 Workshop 3

Workshop 1 Workshop 2 Workshop 3

Payment attached

Full registration _____ \$ _____

Day registration (Please nominate day _____) \$ _____

Welcome reception (extra tickets) Number _____ \$ _____

Symposium dinner (extra tickets) Number _____ \$ _____

Informal dinner (Please advise which restaurant _____) \$ _____

Please enclose a cheque made payable to **ALIA 2001 RAISS Conference** for the full payment of the total above or complete credit card details below.

TOTAL \$ _____

Registrations received without payment will not be confirmed.

Credit card facilities

Amount \$ _____ Name on card _____

Card type: Visa B/Card Mastercard Amex

Card number

Expiry date _____ Signature _____

Cancellation policy - Cancellations received after 7 September 2001 will be subject to an administration charge of \$80. No refunds will be paid for cancellations received after 21 September 2001. Cancellations and changes to registrations and or hotel accommodation bookings must be notified to Conference Plus in writing.



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Contact

Contact

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