



inCite 8 carried a story on page 18 about a generous and imaginative sponsorship deal offered by Collins Booksellers to the Geelong Regional Library, through which ten per cent of the value of books bought by Library members from Griffiths bookshop would be returned to the Library to purchase more books. The formal launch of the sponsorship has now taken place and we are delighted to print this happy photograph of (from left) Michael Zifcak OBE, Managing Director of Collins, the Hon Haddon Storey, Victorian Minister for the Arts and Martin Field, Geelong Regional Library Manager.

## Rethinking reference

**Jim Cleary thinks the Lipow/Creth/Williams tour is an opportunity too good to miss**

**A**nne Lipow, founder and director of the Library Solutions Institute at Berkeley, will be back in Australia in October to present the very successful workshop on *Rethinking Reference: New Models and How to Get There*, which she ran at Berkeley and Duke earlier this year.

The workshop is intended for library managers, reference librarians and others who influence the shape of library reference services. It will review current circumstances and trends in libraries and librarianship, explore practical ideas about the process of change, share ideas about new directions and models for reference services and consider realistic strategies for moving toward those models.

Anne Lipow will be joined by Sheila Creth, Director of the University of Iowa Libraries, and Karen

Williams, Social Sciences Team Leader and formerly Head of Reference at the University of Arizona.

*Rethinking Reference* is a one day workshop for up to sixty participants. It will be held in Brisbane on Tuesday, 12 October; Hobart on Friday, 15 October; Sydney on Monday 18 October and Canberra on Thursday 21 October. The tour is being sponsored by RAISS in all cities except Hobart where the University of Tasmania Library is the sponsor.

Anne will also give half-day *Neutral Questioning in Library Service Environments* workshops in Townsville Monday 11 October; Hobart Thursday 14 October; Sydney Tuesday 19 October; Canberra Friday 22 October; Perth Monday 25 October and Armidale on Wednesday 27 October.

Register for workshops with: Townsville *Neutral Questioning*, Helen King, James Cook University Library, phone (077) 81 5588 fax (077) 75 6691.

Brisbane *Rethinking Reference* and *Neutral Questioning*, Grace Saw, RAISS (Qld.) phone (07) 864 4232 fax (07) 864 4000 E-mail g.saw@qut.edu.au. Customer Service, Robert Wall, QUT Library, phone (07) 864 5063 fax (07) 864 1823.

Hobart *Neutral Questioning*, Christine Goodacre, Dept. of Library & Information Studies, University of Tasmania phone (002) 202784 fax (002) 202186. *Rethinking Reference*, Merry Joyce, University of Tasmania Library, phone (002) 207 783 fax (002) 20 2878.

Sydney *Rethinking Reference* and *Neutral Questioning*, Lynette Miller, RAISS (NSW), phone (02) 794 4761 fax (02) 794 4212.

Canberra *Rethinking Reference* and *Neutral Questioning*, Helen Mandl, ALIA National Office, phone (06) 285 1877 fax (06) 282 2249.

Perth *Neutral Questioning*, Anne Ritchie, ALIA T&D Committee, phone (09) 382 1677 fax (09) 382 4576.

Armidale *Neutral Questioning*, Margaret Small, University of New England Library, phone (067) 732 187 fax (067) 711 602. ■

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