

Fantastic futures

National RAISS Conference 1995. 13-15 September 1995, Ramada Grand Hotel, Glenelg, Adelaide

If you are a reference or information services professional, or responsible for information services in any type of library whether university, school, corporate, government, public or state, then the national Reference and Information Services (RAISS) Conference is a must. The organising committee has worked hard selecting speakers who will not only inspire you with ideas, but will also impart knowledge and know-how based upon their expertise and experience. We have chosen speakers from within the library profession who have special qualities or innovative ideas about future roles, and we have also chosen speakers from outside who have valuable knowledge and know-how to offer those in the front line.

The *Online and On Disc 95* conference speakers dealing with reference and information services, are focussing on technology removing the perceived need for many of our traditional functions, thus we information professionals must explore new frontiers and find new roles to ensure our survival. Anyone involved in the provision of information and reference services has read or heard about the possible demise of the information professional (and even the library) over the past couple of years.

The national RAISS conference takes this theme a few steps further

and will offer practical advice on what is happening overseas; what new roles we can play and how to convince clients of the value and validity of these roles; traditional functions that will still be required (perhaps more than ever) and how we can extend or build on these foundations to offer new or improved information services.

We have chosen an award-winning venue, the Ramada Grand Hotel, on the Adelaide seafront. Trams for the city leave from outside the hotel which is also surrounded by some of the best shops and restaurants Adelaide has to offer. The beautiful Glenelg Esplanade is right outside. Optional wine tasting and shopping tours will also be available.

We are confident that you will leave the RAISS conference in 1995 with an idea of how to work towards your *Fantastic future*, and clear lungs from breathing only fresh sea-air for three days.

Topics covered

- Exploration of the virtual library and digital library concepts, and the information superhighway.
- Electronic publishing and electronic documents; how are reference services affected/not affected.
- Re-engineering services to focus on customer needs.
- How to provide 24-hour service.

- How to ascertain a customer's needs and provide good customer service.
- Information brokerage.
- The role of the library technician.
- What can we use on the Internet for reference work? What use have people been making of this vast resource?
- What will the library of 2020 look like?
- How to market new roles and new services: a special workshop.
- How to train/demonstrate new technologies/services to groups: a special workshop.
- The present and future of CD ROM, the desktop, opac.
- Ethical and social-justice issues.

Keynote speakers

Dr Michael B Spring, associate professor, University of Pittsburgh
 Arnold Hirshon, university librarian, Wright State University, Ohio
 Colin Steele, university librarian, Australian National University
 Lone Dean, information consultant, Sydney
 Bill Allan, corporate and government account executive, telecom Australia
 Graham Agnew, former corporate executive, specialist speaker on customer service (Mr Agnew appears courtesy of the Saxton Speakers Agency)
 Ray Choate, university librarian, University of Adelaide
 Virginia Walsh, executive director, ALIA

Registration

Full registration to the conference includes all morning, afternoon teas and smorgasbord lunches, copy of proceedings at the commencement of the conference, poolside closing function, welcome tea and coffee on opening morning, admission to all sessions and displays and the choice of one of two special professional workshops.

Fees

<i>Before 30 July 1995</i>	
ALIA Member	\$330
Non-ALIA Member	\$430
<i>After 30 July 1995</i>	
ALIA Member	\$370
Non-ALIA Member	\$470

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International conference

The fifth international conference on scientometrics and informetrics will be held from 7-10 June 1995 at Rosary College, River Forest, Illinois.

The conference aim is to promote scientific communication between scientists and researchers engaged in these fields on all five continents. The field of scientometrics and informetrics, which includes the domain of bibliometrics, comprises several very closely-related and highly overlapping research areas.

The scope of these disciplines can be broadly defined as those topics that treat in quantitative fashion the measurement of scientific and scholarly enterprises, particularly including but not limited to publishing and library and library-like activities, and the measurement of the creation, flow, dissemination, and use of scholarly or

substantive information.

Representative but by no means inclusive topics are: informetric 'laws' and distributions; the quantitative analysis of library and library-like operations; the theoretical underlayment of document, text, and information retrieval; the relationship between information resources and services and productivity; the quantitative sociology and psychology of science and of other substantive information-based activities; citation analyses; mathematical models of communications; scientometric and informetric applications to policy analysis, and R&D management.

For further information, please contact Mari Davis at the Institute of Education, LIMBS, University of Melbourne, on (03) 344 8055 or e-mail mari_davis@mac.unimelb.edu.au. ■