

Library wins local government and the arts leadership award

Casey-Cardinia Library Corporation has won the 1999 Award for Best Practice Management of a library in the metropolitan area



ACT

• **3/2 ACT Special Librarians section.** *Librarians' libations.* Start the new working millennium as you hope to continue! Canberra Yacht Club, 5:30pm. Contact: Julie Phillips, ph 02 6208 5112, j.phillips@nma.gov.au

• **9/2-13/12 ACT Branch council meeting.** NLA, 4th Floor Conference Room, 5:30pm, unless otherwise announced. (9/2, 15/3, 12/4, 10/5, 14/6, 12/7, 9/8, 13/9, 11/10, 15/11, 13/12). Contact: Branch secretary Sally-Anne Leigh, ph 02 6249 3681, fx 02 679 9655, sally-anne.leigh@anu.edu.au

• **9/2 ACT Library Technicians section meeting,** *discussions to include the calendar of events for 2000 and most importantly the models for divisional restructure.* ADFA Library Seminar Room, Northcott Drive, Campbell, 5:30pm. Contact: Edith Hackworthy, ph 02 6268 8120 for map or directions on how to get there.

• **14/2 ACT Branch Council 'PEARLS' (retired librarians).** *Coffee and conversation at Backbenchers* in Old Parliament House, 2:30pm. Thereafter on the second Monday of every second month. Contacts: Margaret Aston, ph 02 6288 7563, or Jean Geue, ph 02 62511601, jean.geue@alianet.alia.org.au

• **24/3 ACT UCRLS.** Paul McPherson, National Archives of Australia (NAA) on *Improving access for the public to the NAA collection.* Menzies Room, Ground Floor, NAA East Block Building, Queen Victoria Terrace, 12:30pm, everyone welcome, bring your lunch. Contact: Nancy Clarke, ph 02 6209 1117, n.clarke@signadou.acu.edu.au

NSW

• **9/2 NSW Library Technician section Committee meeting.** Topic: Review of ALIA structure proposals & draft section's response. OTEN TAFE, Building A, 51 Wentworth Road, Strathfield, 5:30pm, refreshments provided. For more details contact: Kerr Darnell, ph 02 9715 8316, kerry.darnell@tafensw.edu.au

• **15/2 NSW Branch.** *Open Forum to review Division Structure Discussion Paper.* Coles Room, State Library of NSW, 6pm. RSVP to Jo-anne Fuller, ph 02 9906 6000, jojo1@ozemail.com.au (Note: This meeting replaces the Branch Council meeting for February)

• **22/2 NSW Mid-North Coast Library Technician section.** *Foundation dinner & first birthday party.* Hilltops Cafe Restaurant, Corner First Avenue & Twentieth Avenue, Sawtell, 6:30pm. For more details contact: Jill Baker, ph 02 6659 3232, jlbaker2@chec.scu.edu.au

• **29/2 NSW Branch.** *AGM with guest speaker Dr Rita Heller* (details in Annual

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The Local Government and the Arts Leadership Awards were established in 1995 as a joint initiative of the Victorian Ministers for the Arts and Local Government. The awards aimed to recognise best-practice management and innovation in cultural development within local government.

Casey-Cardinia Library Corporation is committed to the provision of a consistently high standard of customer

service in all areas of library activity. The library's nomination focussed on the provision of cultural programs designed to challenge the public perception of the library by conveying it as a relevant, imaginative and contemporary provider of public library services and related programs.

Some excellent programs have been delivered through the support of the community and in co-operation with local

organisations.

In accepting the award, acting library services librarian, Pru Menzies, acknowledged the support and encouragement of the City of Casey in the nomination for the Award and the co-operation and support of several local community organisations who contributed significantly to the range of successful arts and cultural programs offered at the library over the past year. ■

There is no government like no government

ALIA NSW Branch recently took advantage of the fact that Karen Coyle, a keynote speaker at the 8th Asia-Pacific Specials, Health & Law Librarians Conference was passing through Sydney on her way home to California.

Karen's presentation attracted thirty-seven people to the State Library of New South Wales on Monday 31 August. Her topic was 'There's no government like no government — with a global system like the internet, who gets control and what does it mean for us?'

Karen is a lively and informative speaker who highlighted the changes in the management (or rather non-management) of the internet. She believes that access to information is

being dramatically influenced by the fact that businesses can now manipulate the ranking of their information on a web search hit list by buying their position on the list. Access to free, unbiased and accurate information on the web is being reduced due to the growing commercial nature of the internet.

Thanks to EBSCO Information Services who sponsored the seminar. The seminar was a free to members and non-members. The branch viewed the seminar as both an opportunity for CPD and the promotion of ALIA activities to non-members. Approximately seventy-five per cent of those that attended had some kind of ALIA membership affiliation. A follow-up letter of invitation to join ALIA will be sent to the non-members who attended. ■

Beyond user satisfaction: a qualitative model for evaluating reference service

The CAVAL working party on performance measures for reference services has carried out a five-year research project investigating the effectiveness of reference service.

A 'focus group' methodology was used to gather the implicit indicators being used by the different constituencies of the academic libraries sector in Victoria. The constituencies surveyed included: library managers; reference staff; under-

graduates; and post-graduates/academic and general staff.

Analysis of the data revealed performance indicators common to all groups. A new multi-constituencies model of reference service quality was derived, called the ASK model. It clusters twelve main performance indicators into three key dimensions: Attributes, Support and Knowledge. The working party believes the model may be used across

all library sectors and in the measurement of service provision in the electronic environment.

The final report compares the data from the four constituencies and contains a literature review and bibliography. Copies can be purchased from Cathie Jilovsky at CAVAL, phone 03 9466 9122, fax 03 9466 9133, or e-mail cathie@caval.edu.au or downloaded from <http://www.caval.edu.au/crigwppm.htm>. ■