

# Call for papers

## *Bridging services: embracing reality*

The theme for the 12<sup>th</sup> ALIA National Library Technicians Conference, *Bridging Services: embracing reality* focuses on customer service — arguably the most valuable service provided by libraries. This essential element needs to be built into all aspects of library service to ensure that clients are empowered with the knowledge and skills to confidently use libraries. Most importantly, excellence in customer service attracts new clients and retains existing ones — for without clients there are no libraries.

In this age of rapid change, libraries face many challenges in the provision of personal customer service. To remain relevant they must keep pace with evolving technologies and societal expectations by providing new services, technologies and resources, whilst at the same time retaining the basics of quality customer service — good communication, genuine interest in clients and their needs, well-trained staff, and a commitment to high standards. Library technicians are often found at the forefront of client service — personal, online and virtual — and have a vital role to play in the planning and delivery of customer service of all kinds. The worth of excellent customer service to individuals, communities and organisations, cannot be under-estimated.

The organising committee for the 12<sup>th</sup> ALIA National Library Technicians conference are now calling for papers. Submissions from all library and information professionals are welcome, with special encouragement extended to library technicians. We are calling for fresh

and innovative presentations on all facets of customer service. The conference aims to bring together issues of concern for all libraries, as well as topics of interest to groups within the library community. Suggested topics include:

- policies, planning, management of library services to meet client needs and achieve excellence in customer service.
- strategies, skills, techniques, tools and resources employed in the delivery of quality library services.
- challenges faced by libraries in providing personal customer service in a rapidly changing technological environment.
- evolving services and new technologies.
- career development, education and training.

Full details of the overall and daily conference themes, along with further topic suggestions may be found by on the conference website at <http://www.alia.org.au/conferences/2003.html>.

### **Format guidelines**

The author/s name, organisation, position and full contact details are required with the presenting author/s underlined.

The abstract is not to exceed 250 words and must be in Times New Roman 12 point with single line spacing.



## **Bridging Services** *embracing reality*

12<sup>th</sup> ALIA NATIONAL LIBRARY TECHNICIANS CONFERENCE  
BRISBANE 9<sup>th</sup> TO 12<sup>th</sup> SEPTEMBER 2003 - Sheraton Hotel & Towers, Brisbane

The biography is not to exceed 50 words.

The title/abstract of proposed presentation should clearly indicate the content.

Submissions may take the following forms: papers, workshops, panel sessions/forums, poster presentations.

Time allocations are as follows: papers — twenty minutes (with ten minutes for introduction and questions); workshops — ninety minutes; panel sessions/forums — negotiable (between thirty and sixty minutes); poster presentations — five to ten minutes.

Papers must not have been published, accepted for publication or presented elsewhere prior to this conference.

Acceptance will be at the discretion of the conference education/program committee.

Completed papers will be required and information regarding their submission will be forwarded with the acceptance letter.

### **Speaker benefits**

Presenters will receive one free day registration on the day their paper is presented (for one presenter per paper). Day registration includes conference attendance on that day, lunch, morning and afternoon tea and entrance to the trade exhibition.

### **Copyright**

Authors must grant copyright permission to ALIA for publication in the conference proceedings.

### **Important dates**

Submissions/abstracts are due by: *Wednesday 18 December 2002*, and authors will be notified by: *Friday 14 February 2003*.

### **Address for submissions:**

Please forward (e-mail, post on disk or CD-ROM) your abstract to: 12<sup>th</sup> ALIA National Library Technicians Conference, c/- Organisers Australia, PO Box 1237, Milton Qld 4064. E-mail: [vanessa@orgaus.com.au](mailto:vanessa@orgaus.com.au), phone 07 3369 7866, fax 07 3367 1471.

Should you need further information or assistance please contact Vanessa Russell at Organisers Australia at the above address.

*Robyn MacKenzie, program/education convenor, 12<sup>th</sup> ALIA National Library Technicians Conference*

## **Metadata guidelines**

**M**any agencies are now using metadata schemes such as Dublin Core and AGLS to describe their resources. Good quality metadata applied in a consistent manner improves the efficiency and reliability of resource discovery services for these items. To aid the creators of metadata, the National Library of Australia working in collaboration with the State Library of Tasmania and on behalf of the Council of Australian State Libraries, has produced a set of guidelines for the creation of content for the most important Dublin Core/AGLS resource discovery metadata elements. The elements addressed are: title, creator, subject, description, publisher, date, identifier, and coverage.

The guidelines are designed to aid web managers in the government, academic and commercial and community sectors who wish to add metadata to the pages on their sites. They may also be used to describe other resources such as digitised versions of pictures or objects that have been created by libraries, museums, galleries and other institutions.

The guidelines are available online at <http://www.nla.gov.au/meta/metaguide.html>. Printed copies of the guidelines can also be requested from the co-ordination support branch, National Library of Australia via e-mail at [csb@nla.gov.au](mailto:csb@nla.gov.au) or by phone on 02 6262 1575. ■