

# Making news...

Selected reprints from newspapers and magazine in recent months

## Library customer service scores perfect score

*Local Government FOCUS*, March 2003

Geralton Regional Library recorded a perfect score when a 'mystery shopper' called to test the customer service offered by council departments. The library staff received the perfect score based on the way they handled enquiries.

## Can of words opens

*Herbert River Express*, 18 March, by Tracy Bange

Can of words, the innovative electronic magazine of the Hinchinbrook Shire Library was launched recently. Librarian Barbara Debono said that the e-zine has created an online civic space for community members.

## Library staffing a problem

*Bendigo Advertiser*, 19 March, by Nicole Strahan

While a state government grant to revamp the Bendigo library foyer has been welcomed, it will not help the service extend its opening hours on the first floor research area. Library chief Dr Jan Penney said that she was thrilled with the grant, but said more funds were needed to help cover staffing costs.

## Website connects cultures

*Southern News*, 20 March

The State Library of Queensland launched a website aimed at helping those from different cultures understand local libraries to help celebrate Harmony Day (21 March). The website offers a range of services including information about visiting libraries, services available, how to join, as well as rules and regulations. Users are also shown how to access information in their own language.

## Cooloola 'FOLs' worth their weight in gold

*Gympie Times*, 22 March by Elaine Brown

Dot Crane, Gympie FOL publicity officer, received a Citizen of the Year Award from Cooloola Shire. The article gives an overview of the history of the Gympie Friends group,

and outlines some of the achievements of the group.

## Library legend retires at 94

*Yorke Peninsula Country Times*, 25 March, by Jenny Oldland

Frank Evans took on the role of librarian at the Stansbury Library Depot in 1974 because no one else was interested. Twenty-nine years later, Mr Evans, now almost 95 years old and the oldest serving 'librarian' in South Australia, has decided to retire. Mr Evans counts his time at the library as some of the happiest times in his life. And his last day, one of the saddest.

## Chance to vote for a new book

*Reporter*, 26 March

Queenslanders have been given the opportunity to vote for the title for the 2003 'One book one Brisbane' promotion. In 2002 thousands of people in Brisbane read *True history of the Kelly gang* by Peter Carey between August and October.

## A quest to make the nation's past accessible

*Age*, 26 March, by Hector and Donald Maclean

Ian Maclean, who died in February this year, is regarded as Australia's first professional archivist and a key figure in the development of this profession. He was seconded from the army in 1944 and appointed archives officer with the Commonwealth National Library. He led the development of what was to eventually become the National Archives of Australia.

## History on web

*Townsville Bulletin*, 26 March

James Cook University is the first regional university to make its image collection available on PictureAustralia. More than 630 000 images are now accessible through the National Library of Australia initiative.

## Internet mentors wanted

*Barossa and Light Herald*, 26 March

The Barossa Council libraries and Networks



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9:30-3pm. Ten different workshops covering various areas Contact: Jill Duffield, ph 07 5445 5699, duffield@mfac.edu.au

**17/5 Queensland Parliamentary Library.** *Open day: an unique opportunity to visit the heritage 19th century O'Donovan Library.* Parliament House, George Street, Brisbane, 10-4pm. Inquiries: ph 07 3406 7920, judith.barker@parliament.qld.gov.au

**18/5 All Branch libraries at the Gold Coast.** *Last chance to enter Power Up with IQest competition — join in the quest for information and win a 68cm television and DVD player. Prize provided by The Good Guys, Bundall.*

**20/5 Moura and Biloela Libraries.** *Rita Diplock, author and poet will be reciting a handful of her fractured fairytales and explaining the ideas behind her poetry. Bookings essential.* Moura Library 20/5, Biloela Library 21/5. For further information please phone the Biloela Library on 07 4992 7362

**22/5 Biloela Library.** *Cartooning workshop with cartoonist Brian Doyle. Bookings essential. For further information please phone the Biloela Library on 07 4992 7362*

• **4/6 QLD OPAL.** *General meeting.* Brisbane City Council Library, Central City Library Theatre, 69 Ann Street, Brisbane, 5 for 5:30pm start — finish by 7pm. Host: Kristina Williams, kristina@softlink.net.au

• **11/6 Qld Library Technicians.** *AGM, speaker: tba.* Brisbane City Council Central City Library Theatre, 5:30 (nibbles) for 6pm start — please note change of venue. Contact: Jennifer Parker, ph 07 3244 6464 (W), jennifer.c.parker@det.qld.gov.au

## SA

• **15/5 Acquisitions SA.** *Library amalgamation: a recent SA case study.* Speaker: Philip Keane IMVS, Frome Road, Adelaide 3pm. Cost \$5, receipts/tax invoices issued on day. Includes a tour and afternoon tea. *RSVP to:* Robert Elson, ph 08 8204 0487, robert.elson@courts.sa.gov.au

• **16/5 ALIA SA ARCoM, Information Science, RAISS & LEARN Network seminar: Virtual Reference: alive and clicking?** Speakers: Mary Broadhurst, SLSA AskNow; Vicki Bates, Southbank TAFE & Panel. Adelaide TAFE, Light Square, 9-4:30pm. Cost: \$55 ALIA/LEARN members, \$71.50 non-members \$33 concession. inc. GST & lunch. Registration forms: <http://www.alia.org.au/groups/infosca/activities/virtual.reference.html> or contact: stephen.barnett@tv.tafe.sa.edu.au

• **20/5-16/12 ALIA SA.** *General meetings.* University of South Australia Research Room, Bob Hawke Prime Ministerial Library, City West Campus, 5:30 for 5:45pm unless otherwise indicated. 2003 dates: 20/5; 17/6; 19/8; 16/9; 14/10; 18/11; 16/12.

**17-20/9 Australian Society of Archivists.** *ASA conference: 'GLAM' Galleries, Libraries, Archives and Museums.* How does, and can, the sector work together to develop strategies for success? Hilton Hotel, Adelaide SA. Contact: kylie.percival@adelaide.edu.au, ph 08 8303 5830 or Edwards.June2@saugov.sa.gov.au, ph 08 8207 7200

## TAS

**13/5 Library Technician Day dinner.** *The Diploma students studying LIS at TAFE Tasmania in Devonport and Burnie have organised a wonderful celebration for the NW Coast.* Venue: Burnie Civic Centre, two-course dinner followed by entertainment. *RSVP to:* Kellie Boon, 8 Spencer Place, Ulverstone 7315 or e-mail Tania Burnie, tburnie@tasmail.com

## VIC

• **3/5-15/11 Schools Victoria.** *Committee meetings.* Santa Maria College Library, Northcote, 9:30am. For further information contact: Anne

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Girolami, secretary, ph 03 9851 1525 or [anneg@marcellin.vic.edu.au](mailto:anneg@marcellin.vic.edu.au). Meeting dates are: 3/5, 14/6, 19/7, 16/8, 25/10\*, 15/11. \* indicates the meeting will follow the PD activity organised for that day.

• **6/5 Vic Library Technicians.** *Committee meeting and library tour:* Matheson Library (Monash University) followed by a committee meeting. Meet in the library's foyer at 6pm. Everyone is welcome, no charge, light supper provided. *RSVP's essential contact:* Tricia Murray, [patricia.murray@rmit.edu.au](mailto:patricia.murray@rmit.edu.au)

**12/5 Richmond Library.** *Victorian CBC judge will be speaking on the CBC shortlisted books for this year's awards.* School, children's and general librarians, along with parents and other interested members of the public are invited to attend. Richmond Library, 415 Church St Richmond 3121, 7pm. Refreshments provided. For more information or to RSVP ph 03 9201 0666.

**12-18/5 Bayside Libraries.** *LWV activities in all four libraries:* a special Mother's Day storytime with a craft activity; Tai Chi and Pilates yoga presentation; mosaics workshop; genealogy demonstration; presentation on Scottish Heritage, bookclubs for both children and adults, a special performance by the renowned classical guitarist William van Pinxterenn and what is sure to be a very popular dog training session featuring the adorable border collie "Pippa". For full details of all sessions call Annie or Ursula at the Brighton Library on 03 9591 5900.

**12-18/5 BRIT Library.** *are going with an Austin Powers theme for Australian Library and Information Week 2003.* The Library foyer will be decked out in sixties decor ala the Electric Psychedelic Pussycat Swinger's Club from the first Austin Powers movie and Library staff will be in costume either 13/5 or 14/5.

• **13/5 [date tbc] Information literacy kit** to be launched during Library and Information Week. Come along and enjoy drinks, nibbles and riveting speakers. Brighton Branch, Bayside Library services, 14 Carpenter Street, Brighton, 6-7pm. For final details and more information contact: Prue Mercer, [PMercer@slv.vic.gov.au](mailto:PMercer@slv.vic.gov.au) or Kris Johnstone, [kris.johnstone@sacrecoeur.melb.catholic.edu.au](mailto:kris.johnstone@sacrecoeur.melb.catholic.edu.au), <http://groups.ala.org.au/infolit/>

• **13/5 Vic Library Technicians.** *National Library Technicians Day dinner.* Glenferrie Hotel, corner Glenferrie and Burwood Roads, 6pm for 6:30. Everyone is welcome, but *RSVPs are essential.* Tricia Murray, [patricia.murray@rmit.edu.au](mailto:patricia.murray@rmit.edu.au)

**20/5 Australian Copyright Council training** for public, community, corporate and other non-profit libraries & archives staff. Melbourne. 9:30am Basics \$66; 11am Text & Images: using material in the collection \$88; 2pm AV Resources \$66; 3:30pm Internet, Digital Licences \$77. Contact: ph 02 9699 3247, <http://www.copyright.org.au/>

• **3/6-1/7 Vic Library Technicians.** *Committee meeting.* State Library of Victoria, meet us in the Swanston Street Foyer at 6pm. Everyone is welcome, no charge, light supper provided. 3/6, 1/7. *RSVP's essential contact:* Tricia Murray, [patricia.murray@rmit.edu.au](mailto:patricia.murray@rmit.edu.au)

• **5/7 Vic Library Technicians.** *Techs on tour Melbourne full-day of library visits.* Guest speaker: Angela Bridgland discussing the importance of continuing professional development. Lunch: \$9.90 ALIA members, \$12.20 non-members (incl. GST). Contact: Kerrie Kelly, [kkelly@slv.vic.gov.au](mailto:kkelly@slv.vic.gov.au)

## WA

• **3/5 WA Library Technician's breakfast** for National library technician's day. The conference grant will also be presented at the breakfast. No

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## Making news continued...

for You, a program set up to help make the transition to the computer age easier for first time users, are looking for internet mentors. The volunteer mentors will work in the libraries providing assistance to internet users. Library staff will provide support and assistance to the volunteers.

### Library takes care of business

*Barossa and Light Herald, 26 March*

Nuriootpa Branch of the Barossa Council Library Service is running a special 'Doing business at your library' seminar. The seminar will showcase the many resources the local library can offer small business operators. As well as the seminar, the Nuriootpa Library will be holding a display of business related material held in the library.

### New library may be a reality within months

*Lithgow Mercury, 27 March,*

by Len Ashworth

Lithgow Council has decided to press ahead with a new library and information centre for the town. Council were waiting for the Library Board of NSW to advise if they are to receive a grant to help with the project, but have decided to press ahead with or without the grant. Council is hoping to secure a \$199 000 grant from the library board.

### Looking for the edge

**n your business competitors?**

*Southern Argus, 27 March*

Alexandrina Library Service is encouraging small business owners to visit their local library during April. The library provides a variety of services for small business, including internet access, and specialist staff who can make finding information easy, and best of all, it's inexpensive.

### Library of the future

*Border Watch, 28 March*

The Libraries.sa website had its Mt Gambia launch in March. The website gives all South Australians access to the latest information and technology through the resources of a network of public libraries.

### Bringing Australians to books

*Sunday Age, 30 March, by Jane Sullivan*

The BooksAlive campaign was recently launched, and Jane Sullivan provides a good overview of this year's celebrations.

### Call for trial of 'Ezy' libraries

*Fremantle Gazette, 1 April, by Denise Cahill*

Cockburn Council is looking at ways to make its libraries more customer focused. Cockburn deputy mayor, councillor Richard Graham compares the library service to the service offered by video stores. He said that the price a customer pays to rent a video is almost half what it costs the council every time someone borrows a book.

### Keeping up with the times

*Australian, 1 April, by Adrian Lynch*

Thomson Gale has begun an ambitious two-

year project to digitise 200 years of back issues of *The Times*. Users of *The Times* digital archive will be able to print the articles, but won't be able to download the article in its original format for copyright reasons.

### Web archives make history accessible

*Australian, 1 April, by Adrian Lynch*

Adrian looks at the many digitisation projects being undertaken: from the national PictureAustralia archive, to local studies groups. He argues that digital imaging is protecting Australia's cultural estate for the use of present and future generations.

### Uni first to print journals on e-press

*Australian, 1 April, by Diana Thorp*

Monash University is establishing an electronic press. It is believed to be the first for an Australian university. The e-press will be used to publish journals and other academic resources online. There will be a selection process and quality controls: works for publication would go through the usual process for publishing. The e-press will be managed by the university library for a two-year trial period. Monash has committed \$700 000 towards the project.

### Libraries strive to keep free net

*Australian, 1 April, by Diana Thorp*

A review of the Monash University's Centre for Community Networking Research [see p20 of this issue]. The article quotes from Dr Graeme Johanson, and president of VICLINK, Lynne Makin.

### Info-kids get the thumbs-up

*Age, 2 April, by Margaret Cook*

Canadian academic Ronald Jobe calls them 'info-kids': they are usually male, physically active and good with their hands. They are often regarded as reluctant readers, but they love facts and information. Professor Jobe believes that parents and teachers should recognise and encourage these kids, and take an interest in their topics rather than expect them to be interested in other things. He also recommends reading to children of all ages, and including books from all genres.

### Arts institutions face funding cut

*Age, 3 April, by Annabel Crabb*

The federal budget could see funding for national institutions such as the National Library of Australia and the National Museum cut by removing their ability to claim depreciation on collections. The claims come after a review of government funded cultural institutions.

Another article examining this issue was in the *Bulletin* on 8 April. 'The cost of culture', by Diana Bagnall, looks at the covert nature of the recent review of cultural funding. The government says that it has undertaken the review to ensure that the public gets value for money. Diana asks what kinds of value, and has anyone asked the public ■