



Unseen by not Forgotten: Innovative Library Services to Off-Campus Clients

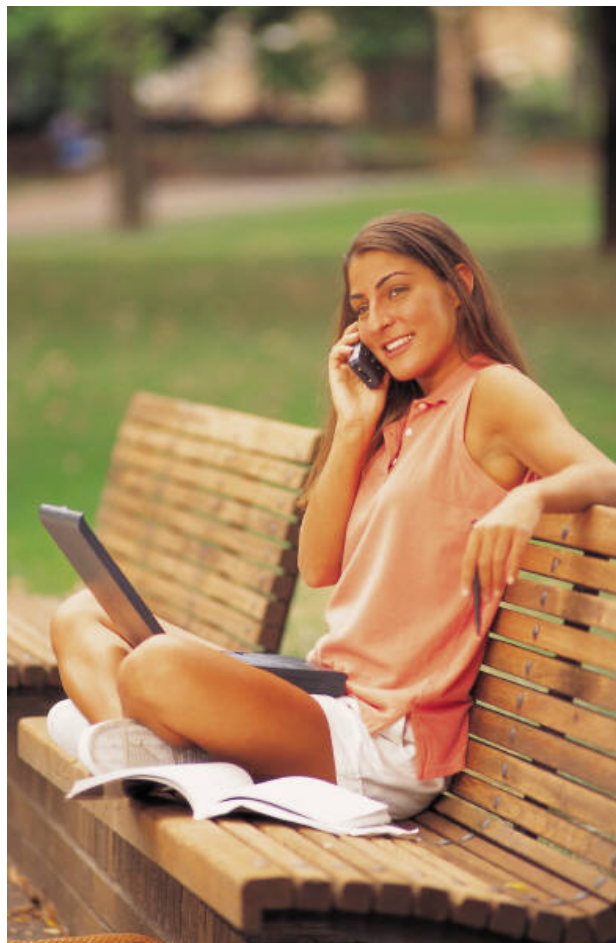
Where are your clients these days? Another building, another campus, another country? So how can the library provide effective services? Instant messaging? Videoconferencing? Live chat? E-Books?

All this and more at... Unseen but not Forgotten: Innovative library services to off-campus clients

When: 10.00 am – 4.00 pm, Friday 26th September.
Fully catered (morning tea, lunch and afternoon tea)

Where: Griffith University, QLD College of Arts, Southbank, Brisbane
Main Venue and Welcome: S07_1.23

Cost:	QULOC Members	\$40
	Non-QULOC	\$45
	Students	\$35



Program Outline

9.30 – 9.55	Registration – coffee and tea available on arrival
10.00 – 10.30	<i>Welcome and Introduction</i> Robyn Tweedale (University of Southern Queensland) Con Graves (Griffith University) Keith Webster (University of Queensland)
10.30 – 11.00	Practitioner Session <i>Innovative Communication with students off-campus</i> Voice-over IP; chat; instant messaging; etc
11.00 – 11.30	Morning Tea (provided)
11.30 – 12.00	Practitioner Session <i>Innovative Delivery to students off-campus</i> Collaborative teaching technology; e-books; mobile delivery; etc
12.00 – 12.30	Video presentation and webcast of Prof. Fred Lockwood, Emeritus Professor of Learning and Teaching, Manchester Metropolitan University, UK. <i>“Meeting the challenge: increasing access, exploiting the use of C&IT and enhancing the quality of learning and teaching”.</i>
12.30 – 1.30	Lunch (provided)
1.30 – 2.15	Breakout Session A1 (concurrent session with B1) <i>Reference and Information Services</i> (all participants to bring an idea/problem for discussion) Breakout Session B1 (concurrent session with A1) <i>Communication and Services Promotion</i> (all participants to bring an idea/problem for discussion)
2.15 – 3.00	Breakout Session A2 (concurrent session with B2) <i>Information Literacy Teaching</i> (all participants to bring an idea/problem for discussion) Breakout Session B2 (concurrent session with A2) <i>Effective Supply of Resources</i> (all participants to bring an idea/problem for discussion)
3.00 – 3.15	Afternoon Tea (provided)
3.15 – 4.00	Summary and report back of breakout session ideas (Robyn Tweedale, USQ)
4.00	Close

Registration required by 12th September 2008.



Queensland University Libraries Office of Cooperation

REGISTRATION FORM

To Register: email, mail or fax the completed Registration Form to

Anne Ritchie, Flexible Learning and Access Services, Logan Campus, Griffith University
University Drive, Meadowbrook, QLD 4131.

Fax: (07) 3382 1333 Tel: (07) 3382 1322 E-mail: anne.ritchie@griffith.edu.au

Before: 12th September 2008

Office Use

Confirmed
Registered
Received

QULOC Seminar Title: Unseen but not Forgotten: Innovative Library Services to Off-Campus Clients

10:00am-4:00pm, Friday 26th September 2008,
Griffith University, QLD College of Art, Southbank, Brisbane
Main Venue and Welcome: S07_1.23

Delegate's Personal details

Title: _____ First name: _____ Last name: _____

Preferred Name for Name Tag: _____

E-mail: _____

Address for Correspondence: _____

Phone: _____ Fax: _____

I give permission for my contact details to be given to all delegates. YES/NO

Please advise if you have any special requirements* eg dietary or access requirements:

**QULOC will endeavour to accommodate special requirements wherever possible*

Please indicate your preference for the afternoon breakout sessions below:
(Please choose one from each box)

Breakout session A1
Reference and Information Services
or

Breakout session A2
Information Literacy Teaching
or

Breakout session B1
Communication and Services Promotion

Breakout session B2
Effective Supply of Resources

Registration type	Cost (Includes GST)	Amount paid
QULOC Institutional member	\$40	
Student	\$35	
Non-QULOC participant	\$45	

Payment – Please make cheques payable to Griffith University. All fees include GST. An official Tax Invoice/Receipt will be issued.

Please send me an Invoice **Cheque Attached** **Credit Card Payment**

Charge to my:	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> American Express (circle one)
Card Number	_____
Name of Card Holder	_____ Expiry date _____
Signature	_____ Amount _____

Note: A \$50.00 cancellation fee applies to cancellations made up to 5 working days prior to the event. No refunds for cancellations made within 5 working days of the event. Registered participants, who are unable to attend, may send along a substitute without incurring additional charges.