



Building a Culture of Quality

This seminar will aim to provide participants with an in-depth understanding of 'quality management' within the library context, and provide insight into the practical ways in which libraries can build a culture of quality.

When: 10.00 am – 3.00 pm, Friday 14th September 2007. Lunch will be provided.

Where: V Block (Gardens Point Library Building), Level 7, Room 714
Queensland University of Technology, Gardens Point, Brisbane

Program Outline

9.30 – 10.00	Registration – Morning tea available
10.00 – 10.05	<i>Welcome and introduction</i>
10.05 – 10.50	<i>What's Quality All About – An introductory presentation on the key concepts</i> Dr Hamish Coates, Senior Research Fellow, Australian Council for Educational Research http://www.acer.edu.au/staffbio/coates_hamish.html
10.50 – 11.35	<i>Best practice knowledge and skills / successful benchmarking</i> Graham Black, Acting Director, Division of Teaching & Learning Services, Central Queensland University
11.35 – 12.20	Panel discussion: <i>Acting on the outcomes of client satisfaction surveys (eg. Rodski / LibQUAL+)</i> Facilitator: Craig Littler, Library Services Manager, Southern Cross University Panellists: – Heather Gordon, Director, Information Services & University Librarian, James Cook University – Julie Aslett, Team Leader, Information Services, Griffith University – Alison Hunter, Manager, Strategic Planning & Development, University of Southern Queensland – Leanne Levinge, Quality & Planning Manager, Library, Queensland University of Technology
12.20 – 1.15	Lunch
1.15 – 2.00	<i>Statistics management and using statistics strategically</i> Liz Jordan, Manager Quality Services, University of Queensland
2.00 – 2.40	Group breakout session <i>How quality can be applied in attendees' own library context. Identify opportunities in own library for building a culture of quality.</i> Group discussion
2.40 – 3.00	<i>Wrap up</i> Gulcin Cribb, Director, Information Services, Bond University
3.00 pm	Close

Registration required by 7th September 2007.



Queensland University Libraries Office of Cooperation

REGISTRATION FORM

To Register: Email, mail or fax the completed Registration Form to
Catherine Ashley, Information Services, Nathan Campus, Griffith University,
170 Kessels Road, Nathan, QLD 4111.

Tel: (07) 373 57028 Fax: (07) 373 57400 E-mail: C.Ashley@griffith.edu.au

Before: 7th September 2007

Office Use

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QULOC Seminar Title: Building a Quality of Culture

10:00am-3:00pm, Friday 14th September 2007
V Block (Gardens Point Library Building) Level 7, Room 714
Queensland University of Technology, Gardens Point, Brisbane

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*

Registration type	Cost (Includes GST)	Amount paid
QULOC Institutional member	\$ 90.00	
Student	\$ 67.50	
Non-QULOC participant	\$ 100.00	

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: *Visa Mastercard (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.

Office Use: Speed Type	Class	Fund	Dept ID	Project / grant	Amount (GST excl)	Amount (GST inc)
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